

# Find providers in the ChoiceNet network and know their tiers.

Chances are very good that the doctors, health professionals and hospitals you know and trust accept Harvard Pilgrim.<sup>1</sup> As a member of the ChoiceNet plan, you will also need to know the tier of your providers, which determines your cost share. To find your providers and their tier placement, use our online provider directory at [harvardpilgrim.org](http://harvardpilgrim.org).

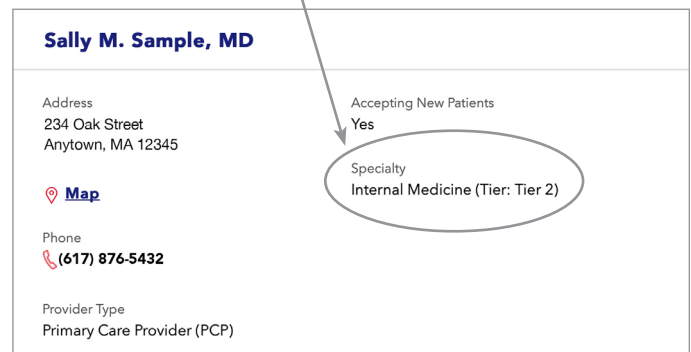
- 1 Go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org) and click **"Find a Provider"** at the top of the page.
- 2 If you have created a Harvard Pilgrim member account, click **"Login to search."** After logging in, you will be taken to your plan's directory.

Or, click **"Select a plan"** then choose **"ChoiceNet HMO - 2020"** under **"Tiered/Limited Plans."**



Within the plan directory, you can search by provider type (primary care providers, specialists, behavioral health providers, hospitals and other care providers) or by specialty.

- 3 In your search, take note of your provider's tier:



<sup>1</sup> Some products require referrals and restrictions may apply. Check your benefit information for plan details.

## Know your doctors and where they send patients

When you need tests, surgery or other kinds of care at a hospital, where you go typically depends upon where your physicians may admit patients or where they're most likely to send you. Knowing where your physicians send their patients will help you plan accordingly for medical care costs. Some providers have admitting privileges at more than one hospital. With ChoiceNet, what you pay depends on where you go, so it's important to know in advance where your doctor will send you when you need hospital care.

This plan includes a tiered provider network called ChoiceNet. In these plans, members pay different levels of cost sharing depending on the tier of the provider delivering a covered service or medical supply. A provider's benefit tier may change annually on January 1. To determine a provider's tier, please consult the Harvard Pilgrim ChoiceNet provider directory by visiting the provider search tool at [harvardpilgrim.org](http://harvardpilgrim.org). You also may call Harvard Pilgrim to request a paper copy of the provider directory at no charge.

**Questions? If you're not yet a member, call (800) 848-9995.**  
**Members call Member Services at (888) 333-4742, TTY 711.**

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.