

HPHConnect for Providers User Guide

Provider Lookup

October 2019

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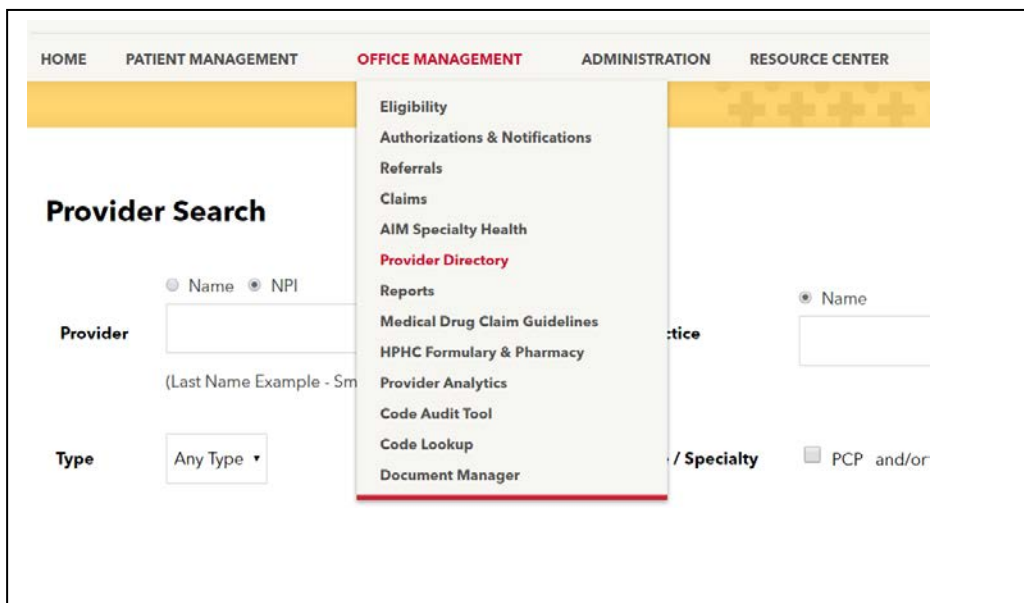
Provider Directory Overview

Introduction

The Provider Directory “Provider Search” makes it easy to identify qualified specialists for patient referrals and qualified facilities for emergency or elective admissions, SDC services, etc. It allows flexible search options to locate Harvard Pilgrim network providers by:

- Specialty
- Distance
- Advanced search options, such as, location, status & more

The “Provider Search” is a practical tool for locating servicing provider name and provider NPI information that you will need when submitting referral/authorization transactions.



Provider Search

Provider Practice

You can search by:

- Provider: Name, ID or NPI
- Practice: Name

The screenshot shows a 'Provider Search' form with the following fields and options:

- Provider:** Radio buttons for 'Name' (selected) and 'NPI'. A text input field with the placeholder '(Last Name Example - Smith, John)'.
- Practice:** Radio button for 'Name' (selected). A text input field.
- Type:** A dropdown menu with 'Any Type' selected.
- Role / Specialty:** A checkbox for 'PCP and/or' and a dropdown menu with 'Any Specialty' selected.
- Product:** A dropdown menu with 'Any Product' selected.

Search by Name

The provider/practice name search provides “Includes” search functionality. That is, when searching by either provider or practice name, you can search by entering a portion of the provider/practice name. For example, if you enter the word “Memorial,” all providers whose name/practice contains “Memorial” in the directory would be returned.

Provider Type

You can narrow your search by specifying the type of provider. Selection options include:

- Clinician
- Facility
- Vendor

This screenshot is identical to the previous one, but the 'Type' dropdown menu is open, showing the following options:

- Any Type
- Clinician
- Facility
- Vendor

Role/Specialty

If you want to search for providers that are:

- PCPs — Click the PCP box
- PCPs with a specific specialty — Click the PCP box and select the specialty from the list
- Select the specialty from the list

The screenshot shows the 'Provider Search' form. The 'Role / Specialty' dropdown menu is open, displaying a list of medical specialties. The 'PCP and/or' checkbox is checked. Other fields include 'Provider' (Name or NPI), 'Practice' (Name), 'Type' (Any Type), 'Product' (Any Product), and 'Search By Distance' (No Preference).

Product

You can specify the member’s product as part of your search criteria by selecting the product name from the “Product” drop-down list.

The screenshot shows the 'Provider Search' form with the 'Product' dropdown menu open. The menu lists various insurance products such as 'Access America', 'American Indian Alaskan Natives HMO', and 'Atrius Health Choice POS'. The 'PCP and/or' checkbox is unchecked. Other fields include 'Provider' (Name or NPI), 'Practice' (Name), 'Type' (Any Type), 'Role / Specialty' (Any Specialty), 'Search By Distance', 'Street', 'City', 'State' (-Select-), and 'From'.

Provider Search Example

To search for a facility with a name that includes “Brigham” for a patient with an HMO product, you could enter the following criteria on the “Provider Search” screen and click on “Search.”

Provider Search

Name NPI

Provider
(Last Name Example - Smith, John)

Type

Product

Name

Practice

Role / Specialty PCP and/or

Search By Distance ?

Distance
Street address or zip code required for distance search.

From

Street

City

State

-----OR-----

Zip

+ **Advanced Search Options**

SEARCH
CLEAR

The “Provider Search Results” displays the list of providers that meet the search criteria. Included on this screen are the provider’s address, phone number and participation status. To access the provider detail screen, click on the “Provider’s Name” link.

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Provider Search Criteria 10/22/2019

Provider Search Provider: Brigham Type: Facility: Product: Any Product Role/Specialty: Any Specialty	Location Distance: No Preference	Advanced Search Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status
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Provider Search Results

Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
Brigham & Women's Advance Reproductive Technology 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019-None	Non-participating	Map Driving Directions
Brigham & Women's Advance Reproductive Technology 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	Focus Network - MA HMO	Non Capitated Providers		18 Mar 2016-None	Non-participating	Map Driving Directions

Search by Distance

Overview

The “Search by Distance” option can be used to locate providers within a specified distance from a specified starting point, within a proximity ranging from less than 5 miles to a maximum of 9025 miles (the default, if no distance is selected). The results will provide distance information, as well as, links to GoogleMaps/Mapquest® map and directions.

Distance

You can use the drop-down list to select the distance from the starting point. If no distance is selected, the search will default to no maximum.

The screenshot shows a web interface titled "Search By Distance" with a help icon. Below the title is a "Distance" label and a dropdown menu. The dropdown menu is open, showing the following options: "No Preference" (selected), "< 90 miles", "< 60 miles", "< 45 miles", "< 30 miles", "< 25 miles", "< 20 miles", "< 15 miles", "< 10 miles", "< 5 miles", and "No Preference" (highlighted in blue). To the right of the dropdown menu, there is a text field with a "F" label and a note: "ip code required for distance search."

From Address

To search by distance, you can enter either:

- A 5-digit zip code in the zip field, or
- A street address with the city, state and zip for proximity/mapping information

Provider Search by Distance Example

To search for a cardiologist for a patient with an HMO product within 20 miles of a specific address, you could enter the following and click on the “Provider Search” screen and click on “Submit.”

Provider Search

Provider * Name NPI
(Last Name Example: Smith, John)

Type

Product

Practice * Name

Role / Specialty PCP and/or

Search By Distance ?

Distance
Street address or zip code required for distance search.

From

Street

City

State

OR

Zip

Advanced Search Options

The “Provider Search Results” displays the list of providers that meet the search criteria. Included on this screen are the provider’s address, phone number and participation status, as well as proximity information.

Provider Search Criteria 10/22/2019

Provider Search	Location	Advanced Search
Provider: Brigham Type: Facility Product: Any Product Role/Specialty: Any Specialty	Distance: No Preference	Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status


Provider Search Results

Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
Brigham & Women's Advance Reproductive Technology 626221BWHT 1518985050 (NPI) Brigham's & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019: None	Non-participating	Map Driving Directions
Brigham & Women's Advance Reproductive Technology 626221BWHT 1518985050 (NPI) Brigham's & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	Focus Network - MA HMO	Non Capitated Providers		18 Mar 2016-None	Non-participating	Map Driving Directions

Advanced Search Options

Overview


The “Advanced Search Options” provides additional criteria that can be used to limit the provider search.

 **Advanced Search Options**

Location

Status

Gender

Date As of 

Need help?

See the *HPHConnect* User Guide: [Look Up Provider Information](#).

Field	Options
Location	<ul style="list-style-type: none"> • Zip code • City • State
SubNetwork	Select from the list of sub-networks
Status	Select Participating to search for in-network providers only
Gender	Select provider “Gender”
Accepting	Select check box indicating whether to narrow search only to providers accepting new patients
Date	Defaults to today’s date. Can be adjusted if searching for historical provider information

Submit the Provider Search

When you have completed all the search criteria fields, click the “Submit” button at the bottom of the form.

Provider Search Results

Providers That Match the Search Criteria

The “Provider Search Results” screen displays a list of providers that match the search criteria submitted. Information displayed here includes:

- Provider specialty
- Address
- Phone number
- Status — If the provider is non-participating, the status code displays in red.
- Proximity from search starting point

To access the “Provider Detail” screen for the provider, click on the provider’s “Name” hyperlink.

Provider Search Criteria 10/22/2019

<p>Provider Search</p> <p>Provider: Brigham Type: Facility Product: Any Product Role/Specialty: Any Specialty</p>	<p>Advanced Search</p> <p>Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status</p>
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Provider Search Results

Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
Brigham & Women's Advance Reproductive Technology 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019-None	Non-participating	Map Driving Directions
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Provider Detail Screen

The “Provider Detail” displays the provider’s:

- Address (with link for driving directions)
- Phone #
- Provider ID #
- Provider NPI
- Contract status for each Harvard Pilgrim product
- PCP indicator – Y or N
- Patient availability

Demographic Information

Name: Hope, Earl Clinician	Provider ID: ZAA427455	Phone: None
Address: 6TH AND SPRUCE ST Map Driving Directions	Provider NPI: 1043299480	
City, State Zip: READING, PA 19611		
Practice: Cardiology Associates of West Reading		

Additional Information

Specialty: Cardiovascular Disease	Board Certification:	Sex:
Other Specialties:		

Hospitals

Hospital:

Contract Information

Product:	Network	Network Tier	Status	Effective Dates	PCP:	Accepting New Patients
Access America	United Contracted Providers		Participating	1 Mar 2018-None	N	N
American Indian Alaskan Natives HMO	United Contracted Providers		Non-participating	1 Mar 2018-None	N	N
American Indian Alaskan Natives HMO HSA	United Contracted Providers		Non-participating	1 Mar 2018-None	N	N