

Finding a Provider

Outside Of California - HealthSmart

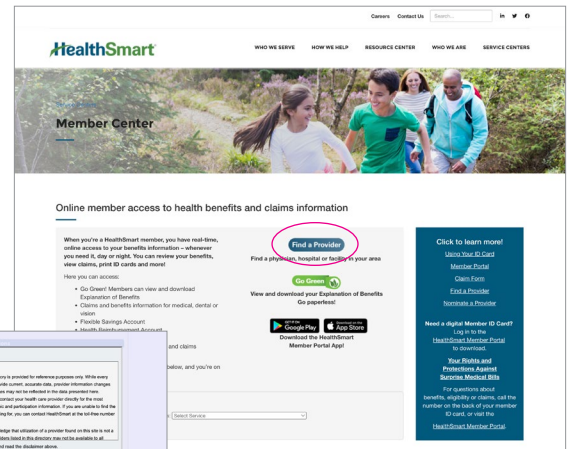
Community Care Health (CCH) is pleased to introduce our members to a tool that will assist you in locating providers to meet your health care needs when you are outside the state of California. This guide will provide you with step by step instructions on how to locate a provider.

HealthSmart Provider Search Tool

To access the **HealthSmart Provider search tool**, go to <https://providerlookup.healthsmart.com>.

Click on **Find a Provider** button.

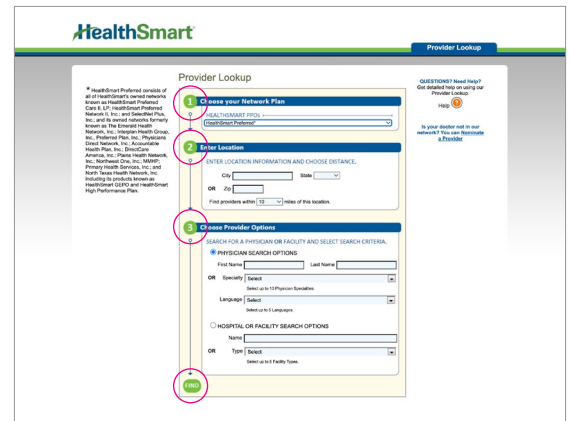
A **Disclaimer** popup will appear. Acknowledge the disclaimer by checking the box and click 'Continue'.



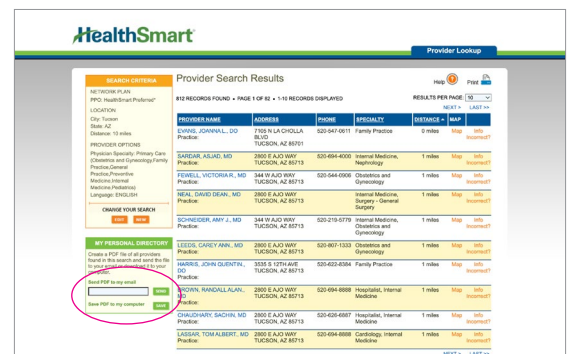
Choose Your Network Plan

For all states with the exception of Georgia, Massachusetts, Oregon and Tennessee, select "**HealthSmart Preferred**".

Fill in the correct information in **Box 2** and **Box 3**, click **FIND** when complete.



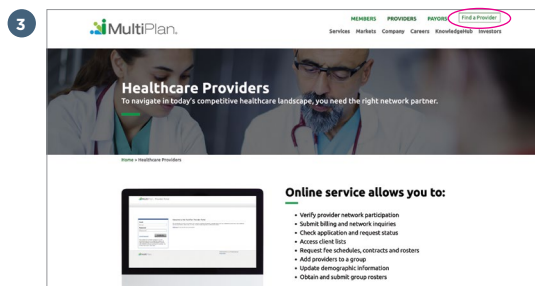
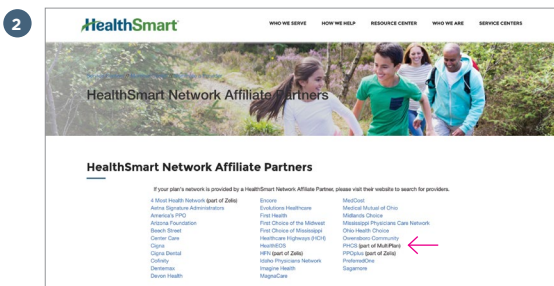
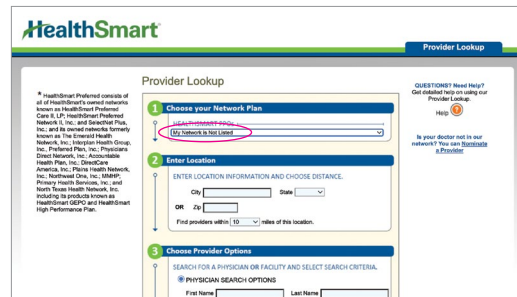
Example of Search Results



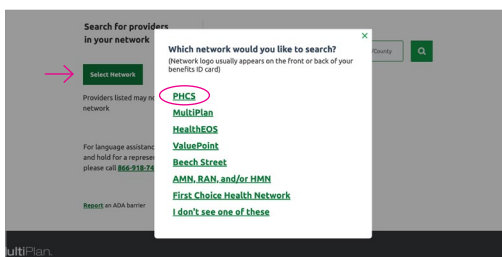
Option to save search to your computer or email it.

For Georgia, Massachusetts, Oregon and Tennessee, go to <https://providerlookup.healthsmart.com>.

1. When selecting the Network, scroll down and select “My Network is Not Listed.” You will automatically be taken to the ‘HealthSmart Network Affiliated Partners’ page.
2. Select ‘PHCS (part of MultiPlan)’.
3. At the top of the screen, click on “Find a Provider”.

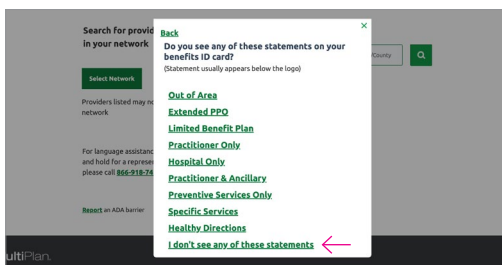


Click on “Select Network.” A popup with network options will appear. Choose “PHCS” from the list.



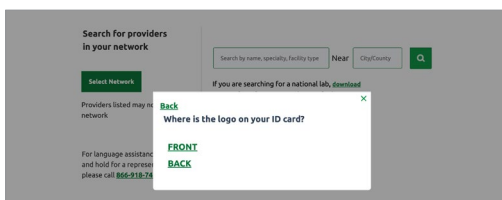
After selecting PHCS, popup #2 will appear: Do you see any of these statements on your benefits ID card?

Bypass it by selecting “I don't see any of these statements.”



Popup #3 may appear: Where is the logo on your ID card?

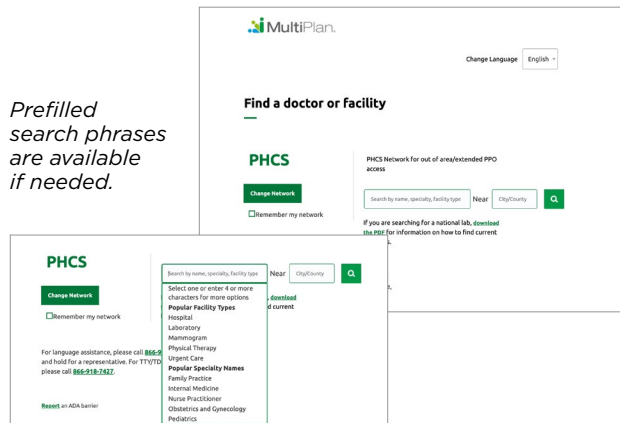
Answer the question and be directed to the provider search page where you can search by name, specialty, facility type, NPI # or license #.



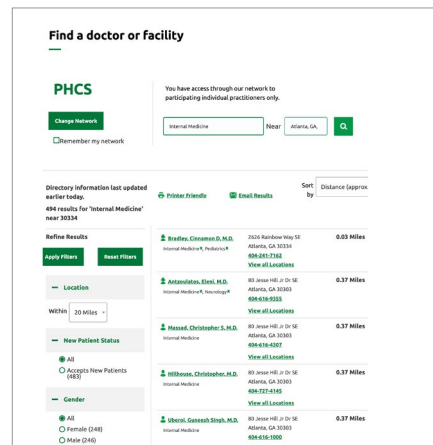
Provider Search Page

Fill in the correct information in the search boxes, click the Q icon when complete.

Prefilled search phrases are available if needed.



Example of Search Results



Filtered search for more accurate list.