

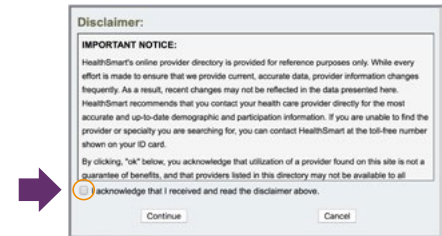
Using the HealthSmart Provider Lookup

Your plan includes access to a HealthSmart network.

Getting There

From <https://providerlookup.healthsmart.com/ufcw>

This will direct you to the **Provider Search**. Read the important notice and acknowledge that you have done so. Last, click **“Continue”**



Using Provider Lookup

STEP 1

Choose the Network that is listed on your health insurance ID Card from the drop-down menu.

A screenshot of the "Choose Your Network" step. It features a blue header with a PPO icon and the text "Choose Your Network". Below the header is a drop-down menu with "UFCW National Health & Welfare Fund" selected.

STEP 2

A screenshot of the "Enter Location & Distance" step. It features a blue header with a location icon and the text "Enter Location & Distance". Below the header is a form with the text "ENTER LOCATION INFORMATION AND CHOOSE DISTANCE." and input fields for "City", "State", and "Zip". There is an "OR" button between the "City" and "Zip" fields. Below these fields is a "Find providers within" field with "10" selected and "miles of this location." text. A purple arrow points to the "OR" button.

STEP 3

You will need to decide if you want to search for a **Physician** or if you would prefer to search for a **Clinic, Practice or Facility** by selecting the appropriate search button. After you have clicked the button, if you are using the **Type** drop down menu, be sure to also select a **Specialty** if you know it. When you finish entering all your search criteria, click the **GO** button to see the results.

A screenshot of the "Enter Provider Details" step. It features a blue header with a stethoscope icon and the text "Enter Provider Details". Below the header are two radio button options: "Search for a Physician" (selected) and "Search for a Clinic, Practice or Facility". Under "Search for a Physician" are input fields for "First Name" and "Last Name", a "OR Type" drop-down menu, and a "Language" drop-down menu. Below the "Language" drop-down is the text "Select up to 5 Languages.". Under "Search for a Clinic, Practice or Facility" are input fields for "Name" and a "OR Type" drop-down menu. At the bottom left is a green "GO" button.

Provider Search Results

After you have entered all of your search criteria and clicked the **GO** button, you will receive results that look similar to the ones in the image below. Your provider search results are displayed in a table format, which you can reorganize or reorder according to your viewing preference. While navigating through your provider results, note that you may edit your search criteria, start a new search and create a personal Provider Directory all from features displayed in the left column.

- 1 When you receive your results, you will see the following at the top of the page: the number of records found, the page currently being displayed, the total number of pages found and the number of records currently being displayed.
- 2 When you want to see the details for a specific provider, simply click on the name of the provider displayed in blue.
- 3 On the top right side of the page, you can change how many records are displayed on a page. Note that when you change this number, you also alter the information in #1.
- 4 Under **RESULTS PER PAGE** are the links for navigating from page to page of provider records. Depending on the number of providers returned, you may see **FIRST**, **PREVIOUS**, **NEXT** and **LAST** links.
- 5 The column headers in the blue bar allow you to change how the records are organized. If you click on the **PROVIDER** column header, you will reorganize the results in alphabetical order of the provider's name. If you click on the **DISTANCE** column header, you will reorganize the results by how close the provider is to your location. You can manipulate each column in the same way (except for MAP).
- 6 If you want to see a preview of a provider's location, click on the **MAP** link. You can also see a map of the location when viewing a provider's details.
- 7 If you click on the browser's Back button, you will return to the disclaimer and will lose the search criteria you previously entered. Try to avoid using the Back button.
- 8 If you want to change your search criteria, click on the **EDIT** button.



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SEARCH CRITERIA

NETWORK PLAN
PPO: HealthSmart Preferred

LOCATION
Zip: 75201
Distance: 10 miles

PROVIDER OPTIONS
Facility Type: Multi-Specialty, Multi-Specialty Clinic/Center, Family Medicine, Family Nurse Practitioner, Family, General Practice, Internal Medicine Physician, Obstetrics & Gynecology

8 **Change Your Search**
[Edit](#) [New](#)

MY PERSONAL DIRECTORY
Keep a copy of your search results
Send results to my email
 [Send](#)

Provider Search Results

1000 RECORDS FOUND • PAGE 1 OF 100 • 1-10 RECORDS DISPLAYED 1

Download 3

RESULTS PER PAGE: 10 4 [NEXT >](#) [LAST >>](#)

PROVIDER 2	ADDRESS	PHONE	TYPE	DISTANCE ^	MAP	Info Incorrect? 6 5
PLAZA MEDICAL CENTRE* Location: Plaza Medical Centre	700 N Pearl St Ste N208 Dallas, TX 75201	214-999-9355	Family Medicine	0 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3500 Oak Lawn Ave Ste 600 Dallas, TX 75219	214-520-8833	Family Medicine	1 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3611 Swiss Ave Dallas, TX 75204	214-879-8585	Obstetrics & Gynecology	1 miles	Map	Info Incorrect?
BAYLOR SCOTT AND WHITE ADVANCED HEART FAILURE	3410 Worth St Ste 250 Dallas, TX 75246	214-820-6856	Family Medicine	1 miles	Map	Info Incorrect?

Provider Details

After you select a specific provider, a page like the one below will open with details for that provider.

- 1 This area lists the details for a specific provider.
- 2 If you wish to return to the provider listing pages and select another provider, click on the Return to Results icon.
- 3 If you would like to download the details for this specific provider, click on the download icon. The Map is not included when using this download function.
- 4 If you would like to change your search criteria, remember to click on the **EDIT** button here. If you would like to start your search over, click on the **NEW** button. Avoid clicking on your browser's back button.
- 5 This area displays a small map, which you can manipulate. Note that in some cases, if Google Maps does not recognize the address, nothing will be displayed in this area.
- 6 To see a more detailed map, click on the **SEE LARGER MAP** link. This will open a new browser window in Google Maps. To get directions to the provider, click on the **GET DRIVING DIRECTIONS** link.



SEARCH CRITERIA 2 [Return to Results](#) 3 [Download](#)

1 **Details**

Provider	COX JR, RALPH FREDERICK MD
Address	700 N Pearl St Ste N510, Dallas, TX 75201
County	DALLAS
Phone Number	214-999-9355
Fax Number	214-999-9363
Hours Of Operation	
Accepting New Patients	Y
Handicapped Access	U
Location	PLAZA MEDICAL CENTER
HealthSmart ID	P10154449
Gender	M
Languages, Staff	
Age	70
Office Email Address	
Billing Email Address	
Website	
Medical School	

6 [SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

5 **Map**

COX JR, RALPH FREDERICK MD
700 N Pearl St Ste N510
Dallas, TX 75201

Distance from your location: 0 miles
[SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

4 [Change Your Search](#)
[Edit](#) [New](#)

3 **Download**

2 [Return to Results](#)

1 **Details**

Creating a Personal Directory

The Personal Directory feature allows you to create a PDF file of your search results. You can only create a Personal Directory when you are viewing the search results; you cannot create a Personal Directory from a provider's detail page. Your Personal Directory is limited to the first 1,000 providers found in a search. Upon clicking **Send**, you should receive an email with your Personal Directory within an hour. Email and size restrictions may apply. Contact your email provider if you do not receive your Personal Directory

A PDF reader is required to open, read and print your Personal Directory.

MY PERSONAL DIRECTORY

Keep a copy of your search results

Send results to my email

[Send](#)

Save results to my computer [Save](#)

Nominate a Provider

If your provider is not currently participating in our network click on the [Nominate a Provider](#) link.

Frequently Asked Questions

- Q.** Can I search for providers by my group/employer name or number?
- A.** No. The Provider Lookup application is based on the providers contracted for the selected network. The preferred providers in your specific group plan could be different.
- Q.** Is every provider listed in the search results on my approved list of preferred providers?
- A.** No. To be absolutely certain that the provider you wish to visit is in your network, contact the provider directly or call HealthSmart at 800-687-0500.
- Q.** My search found more than 1,000 providers, but the Provider Lookup would only display 1,000 records. How does the Provider Lookup decide which 1,000 providers to list?
- A.** You can choose which 1,000 providers to display by reorganizing the provider listing table. For example, if you organize the table by Provider Name, you will see the first 1,000 providers in alphabetical order by their last names. If you organize the table by Distance, you will see the first 1,000 providers closest to your location.
- Q.** Can I search for doctors and facilities at the same time?
- A.** No. In the search form, you can either choose to search for medical professionals, such as doctors, surgeons and physical therapists, or you can choose to search for medical facilities, such as laboratories, diagnostic testing centers and clinics.
- Q.** How often do you update your provider data, such as correcting a doctor's address, including new providers or adding more provider details?
- A.** HealthSmart can only display data that is supplied to us by the provider. Data changes are uploaded daily.

If you have additional questions or need assistance using the Provider Lookup, please contact our Customer Service department at (800) 687-0500.

