

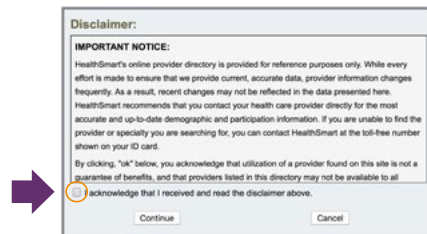
Using the HealthSmart Provider Lookup

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 clipboard icon and the title 'Choose Your Network'. Below the header is a drop-down menu showing 'UFCW National Health & Welfare Fund' with a downward arrow.

STEP 2

A screenshot of the 'Enter Location & Distance' step. It features a blue header with a location pin icon and the title 'Enter Location & Distance'. Below the header is a box titled 'ENTER LOCATION INFORMATION AND CHOOSE DISTANCE.' containing input fields for 'City', 'State', and 'Zip', with an 'OR' option between 'City' and 'Zip'. There is also a field for 'Find providers within' followed by a distance selector set to '10' miles. A purple arrow points to the 'OR' text.

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 title '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', 'Last Name', 'OR Type', and 'Language'. Under 'Search for a Clinic, Practice or Facility' are input fields for 'Name' and 'OR Type'. At the bottom left is a green circular '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

Download

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

1

RESULTS PER PAGE: 10

4 NEXT > LAST >>

2 PROVIDER	ADDRESS	PHONE	TYPE	DISTANCE	MAP	Info
PLAZA MEDICAL CENTRE* Location: Plaza Medical Centre	700 N Pearl St Ste N208 Dallas, TX 75201	214-999-8355	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

Download

1

Details

6

Map

4

Change Your Search

5

COX JR, RALPH FREDERICK MD

COX JR, RALPH FREDERICK MD

700 N Pearl St Ste N510, Dallas, TX 75201

DALLAS

214-999-9355

214-999-9363

PLAZA MEDICAL CENTER

P10154449

M

70

Distance from your location: 0 miles

SEE LARGER MAP | GET DRIVING DIRECTIONS

HealthSmart

NETWORK SOLUTIONS

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.

