# Chorus Community Health Plans
Searching for a provider Guiding care
04/01/2024 Updated

Purpose: Assist providers in searching for providers in an authorization build.

Responsible: Provider and Auth Specialists doing auth build

Searching for Provider or Facility

A. Enter the Requesting Provider, Servicing Provider and Facility Provider information
   1. The fields that appear in this section.
   2. If the Referred by provider and servicing provider are the same, select the Referred & Servicing Providers are same check box to populate the Servicing Provider field.
   3.

B. Search in Provider Facility search from the Provider field with Name
   1. While entering authorization Refer by Provider, Servicing Provider or Facility
   2.
   3. Click on Spy glass to open Provider search
   4. Opens Find Provider –Provider information

   a.
   b. Type provider Name in the field-no punctuation
   c. Choose Contains, Exact Match or Starts with to narrow down the choices.
   d. Search

    e.  Choose from the Providers that populate
1) Verify Name
2) Verify NPI for doctor, TIN or NPI for Facility
3) Verify Address
4) Verify office Phone
5) Verify and choose appropriate network

    f.  Repeat for all the other fields

C. Search in Provider Facility search from the Provider field with the other filters
1. Follow Steps B (1-4)
2. Specialty: Choose from Dropdown
3. Provider Type: Choose from dropdown
4. Zip/Postal Code- enter Zip code and Radius in Miles
5. Provider eligibility: Provider Network
   a. Type in Medicaid, Marketplace or Commercial
6. Provider Address
7. TIN, NPI, Medicaid ID
   a. Index Name from Dropdown
   b. Index Value: Enter number
8. Click search to start search
9. Follow steps B4 (e-f)

D. Search in the First Provider column
1. In the Servicing Provider and Facility Provider drop-down lists, select the criteria to search by: Provider Name, Provider Code, NPI or Tax ID.
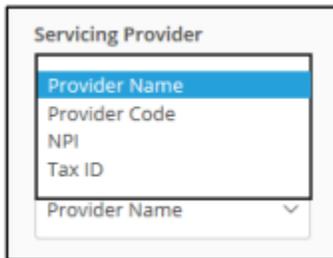


2.
3. The search field next to the drop-down list is a smart search field, meaning you can start typing your search criteria (at least three characters) and press the down arrow on your keyboard to view a table of search results with the provider info. Select the provider from this table to populate the Servicing Provider and Facility Provider fields.



4.