

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.

* Referred By Provider Name
Provider Name [v] Begin typing name or code to select [q] Referred By Provider Name & Servicing Provider are same

* Servicing Provider
Provider Name [v] Begin typing name or code to select [q]

* Facility Provider Name
Provider Name [v] Begin typing name or code to select [q]

3.

B. Search in Provider Facility search from the Provider field with Name

1. While entering authorization Refer by Provider, Servicing Provider or Facility

* Referred By Provider Name
Provider Name [v] Begin typing name or code to select [q] Referred By Provider Name & Servicing Provider are same

* Servicing Provider
Provider Name [v] Begin typing name or code to select [q]

* Facility Provider Name
Provider Name [v] Begin typing name or code to select [q]

- 2.
3. Click on Spy glass to open Provider search
4. Opens Find Provider –Provider information

Find Provider

Provider Information [v]

Provider Name

Contains Exact Match Starts With

Begin typing

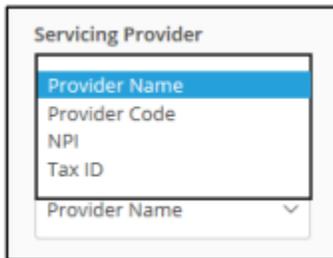
- a.
- b. Type provider Name in the field-no punctuation
- c. Choose Contains, Exact Match or Starts with to narrow down the choices.
- d. Search

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- 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.

Click 'Down Arrow' after entering first 3 characters to enable search.

Provider Code	Par	Provider Name	Provider Type	Provider NPI	Provider Eligibility Start Date	Eligibility End Date	LOB	Benefit Plan	Address Start Date	Address End Date	Address	Address Status
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Program E...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Health Ins...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Medicaid	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Medicare	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	MLTC	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Commercial	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	ER Program	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	NC Physical Me...	Facility	AHNPL...	01/01/2012	12/31/2999	Program E...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active

- 4.