

# How to Find a PCP

If you are electing Healthnet HMO

[www.healthnet.com](http://www.healthnet.com)

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# How to search for a Physician by name:

- 1.) Go to [www.healthnet.com](http://www.healthnet.com) to get to the online tool.
- 2.) Go to Provider Search on the right-hand side of the screen and in the drop down menu, click on **Find a provider by name or ID#**.

The screenshot shows a Windows Internet Explorer browser window displaying the Health Net website. The address bar shows <https://www.healthnet.com/portal/home.do>. The website header includes the Health Net logo, navigation links (Home, Contact Us, En Español, Find a Doctor or Hospital, REGISTER NOW), and user roles (I'M SHOPPING, I'M A MEMBER, I'M A BROKER, I'M AN EMPLOYER, I'M A PROVIDER). A large banner on the left features a woman and a child with the text "When it comes to your health, there's more than one right answer." and "DECISIONPOWER health in balance." On the right, the "ProviderSearch" section is visible, with the subtext "find doctors, hospitals, and more in a few simple steps". Below this, a "STEP 1 Select a search method:" dropdown menu is open, showing options: "MEMBERS: Find providers in my health plan", "GUESTS: Find a provider by name or ID#" (highlighted in green), "GUESTS: Find providers near a street address", and "GUESTS: Find providers by city, county, state or ZIP". A red arrow points to the highlighted option. At the bottom, there are links for "GROUP EMPLOYER PLANS" and "CA STATE HEALTH PLANS", and a "QUESTIONS? Contact us for answers" link. The browser's status bar at the bottom shows the URL [https://www.healthnet.com/portal/providerSearch.do?#~:tfif\\_\\_0\\_0\\_0\\_fff...](https://www.healthnet.com/portal/providerSearch.do?#~:tfif__0_0_0_fff...) and a "Local intranet" icon.

3.) It may take you to this screen. Click on **Guests: Find a Provider by name or ID#.**

The screenshot shows a web browser window titled "Provider Search - Windows Internet Explorer provided by Health Net, Inc.". The address bar shows the URL: [https://www.healthnet.com/portal/providerSearch.do?#f~tfif\\_\\_0\\_0\\_0\\_lff\\_nitf\\_A\\_nlf\\_nproviderSearch~fNl0l0l!!!!!!n~~1l](https://www.healthnet.com/portal/providerSearch.do?#f~tfif__0_0_0_lff_nitf_A_nlf_nproviderSearch~fNl0l0l!!!!!!n~~1l). The browser has a McAfee security bar. The website header includes navigation tabs: "I'M SHOPPING", "I'M A MEMBER", "I'M A BROKER", "I'M AN EMPLOYER", and "I'M A PROVIDER". The main content area is titled "Welcome to ProviderSearch" and includes a "STEP 1 Select a search method:" section. A red arrow points to the "GUESTS: Find a provider by name or ID#" button. Other search methods include "MEMBERS: Find providers in my health plan", "GUESTS: Find providers near a street address", and "GUESTS: Find providers by city, county, state or ZIP". A "Guest Search Disclaimer" is displayed below the search methods. On the right side, there are sections for "Saved Listings" and "Saved Searches", both requiring login. The browser status bar at the bottom shows "Done" and "Local intranet".

4.) Enter the Physician's last name (the other fields can be left blank). Then click **NEXT**.

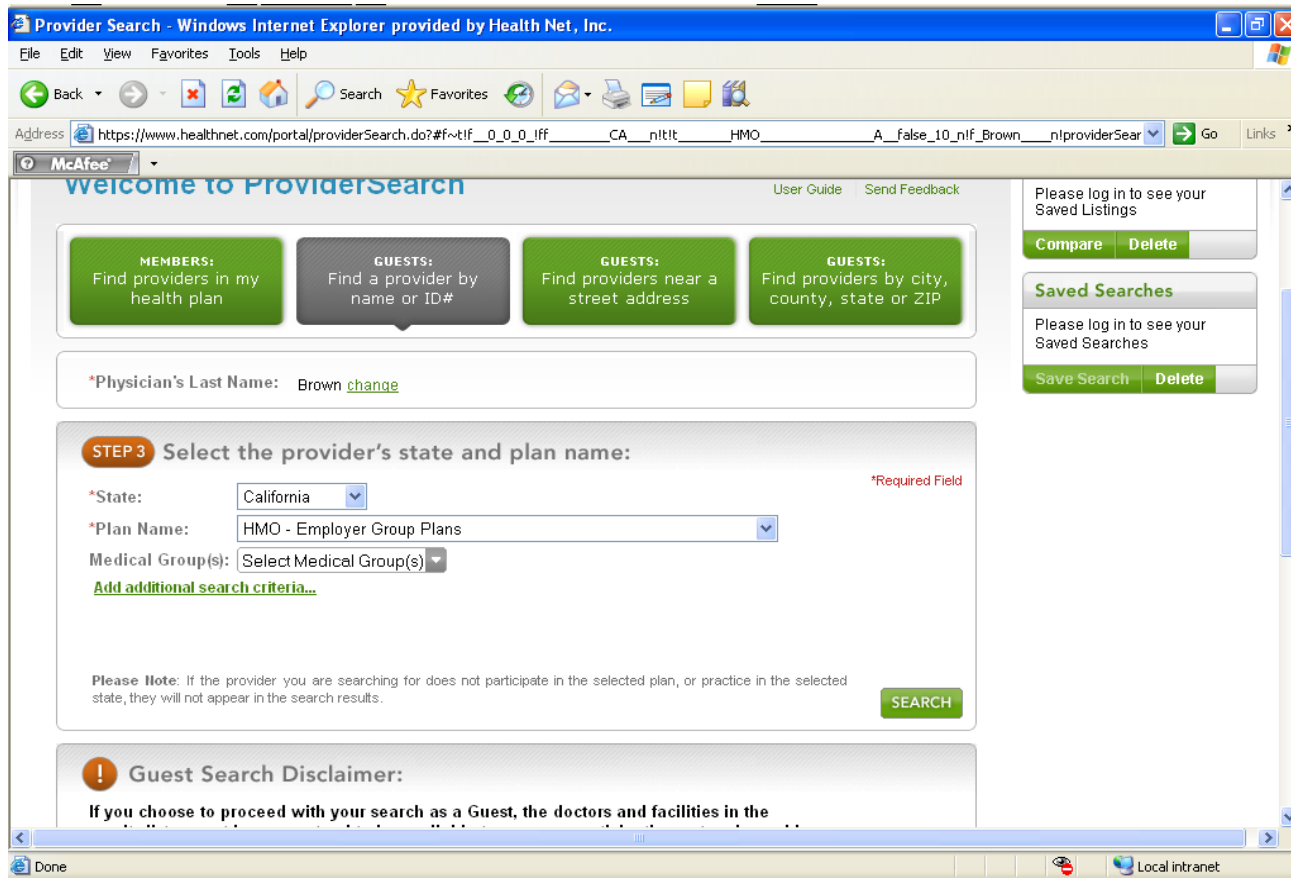
The screenshot shows a web browser window titled "Provider Search - Windows Internet Explorer provided by Health Net, Inc.". The address bar shows a URL from healthnet.com. The page has a navigation bar with tabs: "I'M SHOPPING", "I'M A MEMBER", "I'M A BROKER", "I'M AN EMPLOYER", and "I'M A PROVIDER". Below this is a "Welcome to ProviderSearch" header with links for "User Guide" and "Send Feedback".

The main content area features four search options for guests: "Find a provider by name or ID#", "Find providers near a street address", and "Find providers by city, county, state or ZIP". A "STEP 2" section is titled "Enter a physician's last name, facility name, or provider ID:". It contains three input fields: "Physician's Last Name" (with "Brown" entered), "Facility Name", and "Provider ID#". A red asterisk and the text "\*Required Field" are next to the first field. A "NEXT" button is located to the right of the "Provider ID#" field. A large red arrow points to the "Physician's Last Name" field.

On the right side, there are two sections: "Saved Listings" and "Saved Searches", both with "Compare" and "Delete" buttons. The "Saved Listings" section also includes a "Please log in to see your Saved Listings" message. The "Saved Searches" section also includes a "Please log in to see your Saved Searches" message and a "Save Search" button.

At the bottom, there is a "Guest Search Disclaimer" section with an exclamation mark icon. The browser's status bar shows "Done" and "Local intranet".

4.) Enter the state (California) and the Plan Name (**HMO – Employer Group Plans**). Medical Group(s) can be left blank. The state and Plan Name will always be the same. Then click **SEARCH**.



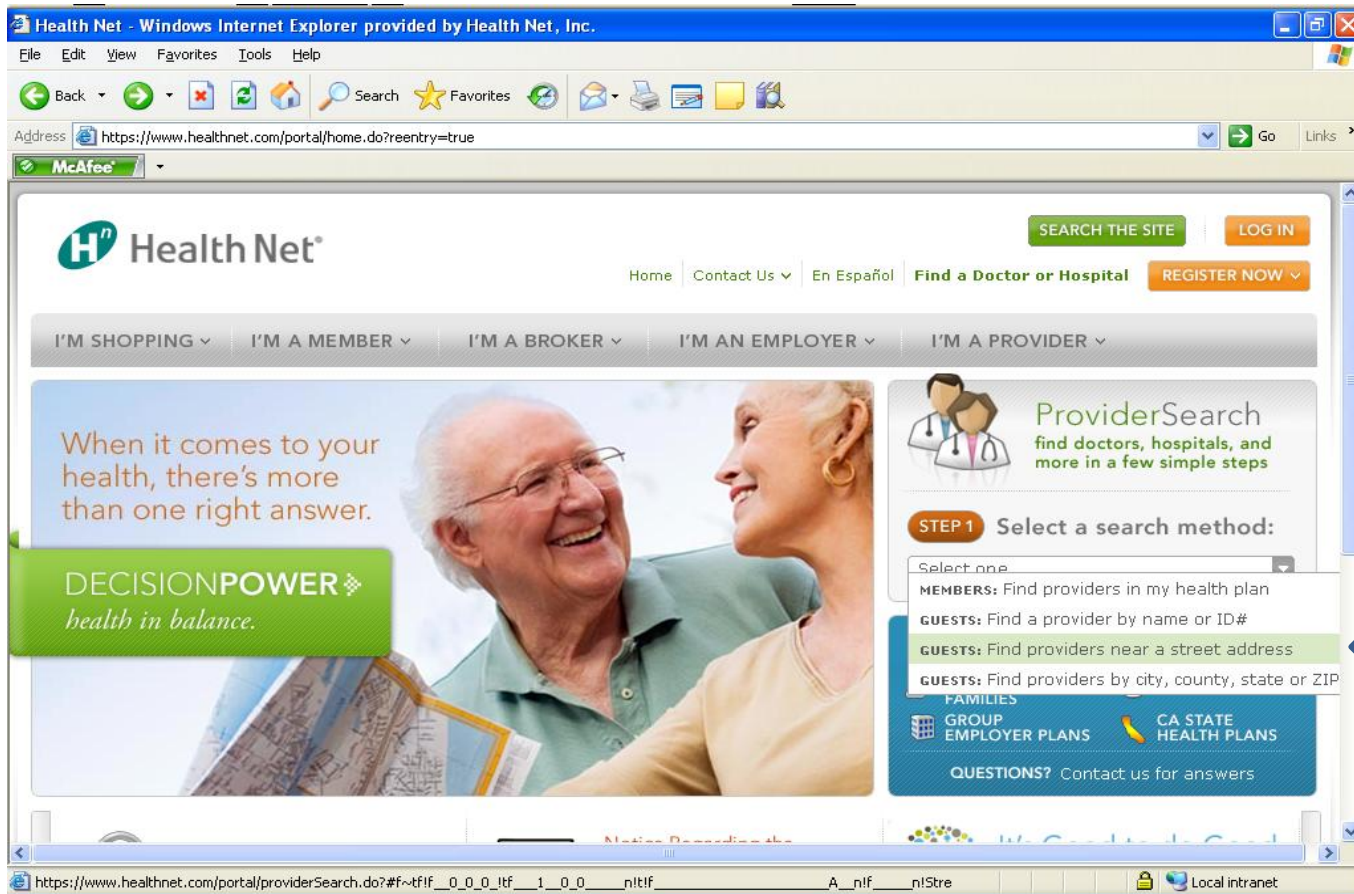
5.) All Physicians with the requested last name will be listed. It will also include a map to help you find one closest to your area. You can also narrow your search by filling out the criteria on the **left-hand** side of the screen.

The screenshot shows a web application interface for searching providers. On the left, there is a sidebar with filters under the heading "STEP 4 Narrow your results:". The filters include "Your Selections" (By Physician Last Name: Brown), "By Type" (All Types, Primary Care Physicians, Urgent Care Centers, Hospitals, Medical Groups), "By Specialty" (Select Specialty(s)), "By Medical Groups" (Select Medical Group(s)), "By Status" (Accepting New Patients), and "By Gender" (Both). The main content area features a "Snapshot View" and "List View" tabs, a map of California and Arizona, and a list of providers. The first provider listed is Hosea Brown III, M.D., with Provider ID# 035935. Below the provider name, there is a section for "Enrollment ID" with a value of 3181035935. A red arrow points to the "Enrollment ID" field in the provider list.

The **enrollment ID** is what you will put on your insurance action form to specify your primary provider. **Only primary care physicians will have enrollment ID's.**

# How to search for a Physician under a certain Provider Group and how to search for a Physician near your residence:

- 1.) Go to [www.healthnet.com](http://www.healthnet.com) and go to the Provider Search. In the drop down menu, select **GUESTS: Find providers near a street address.**



2.) Enter your address. You can search for a Physician within a 30 mile radius.  
Click **NEXT**.

The screenshot shows a web browser window titled "Provider Search - Windows Internet Explorer provided by Health Net, Inc.". The address bar contains a URL starting with "https://www.healthnet.com/portal/providerSearch.do?". The page has a navigation bar with tabs: "I'M SHOPPING", "I'M A MEMBER", "I'M A BROKER", "I'M AN EMPLOYER", and "I'M A PROVIDER". Below the navigation bar is a "Welcome to ProviderSearch" section with links for "User Guide" and "Send Feedback".

**STEP 1 Select a search method:**

- MEMBERS:** Find providers in my health plan
- GUESTS:** Find a provider by name or ID#
- GUESTS:** Find providers near a street address
- GUESTS:** Find providers by city, county, state or ZIP

**STEP 2 Enter a street address, ZIP code, and search proximity:**

Street Address:  \*Required Field

\* ZIP Code:

\* Search Proximity:

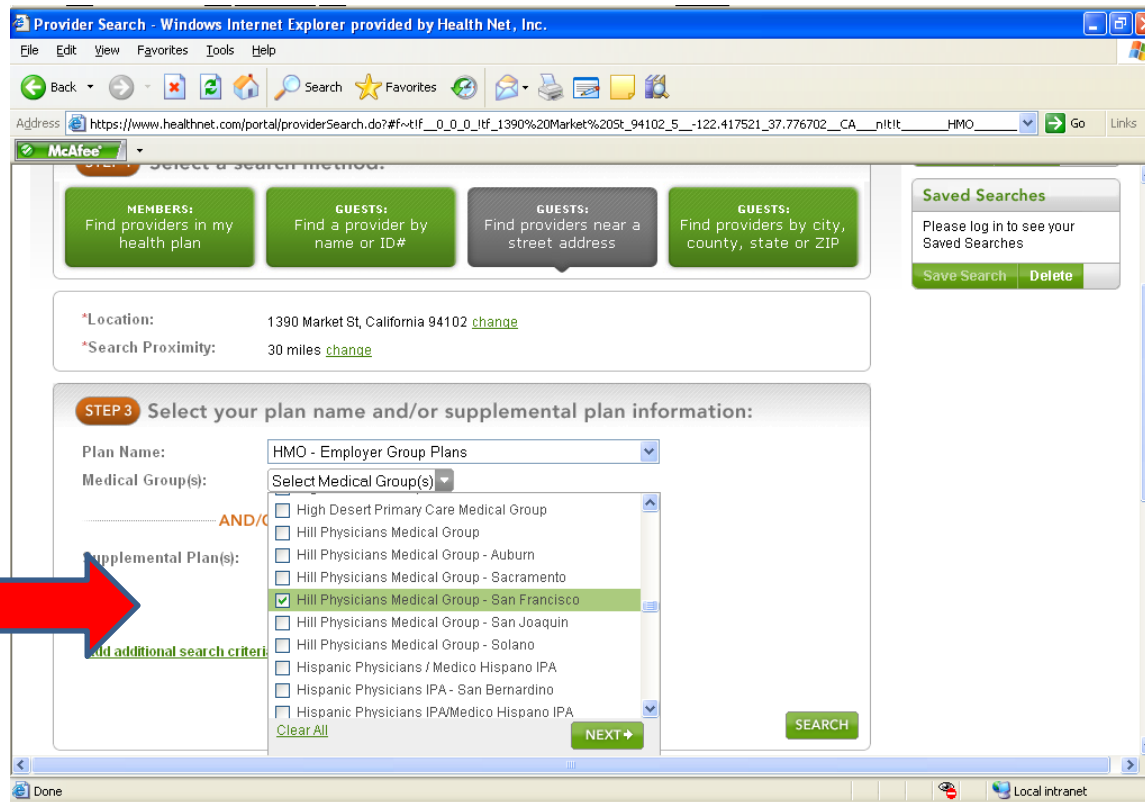
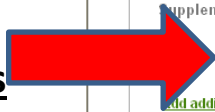
**! Guest Search Disclaimer:**

If you choose to proceed with your search as a Guest, the doctors and facilities in the results list cannot be guaranteed to be available to you as a participating network provider until you are enrolled as a Health Net Member.

On the right side, there are sections for "Saved Listings" and "Saved Searches", both with "Compare" and "Delete" buttons. The "Saved Listings" section says "Please log in to see your Saved Listings". The "Saved Searches" section says "Please log in to see your Saved Searches".

3.) In the Plan Name drop down menu, choose **HMO-Employer Group Plans**. If you know which Medical Group (Hill Physicians, Brown & Toland, etc.) you want, you can also choose that in the Medical Group drop down menu. You can select up to 10 medical groups. You do not need to complete the section under AND/OR. Click **NEXT** and then **SEARCH**.

- **Note:** If you are wanting to have a **UCSF** physician, you will need to elect **Hill Physicians Medical Group**!!!!



4.) If you chose a Medical Group, all physicians will be listed that are a part of that Medical Group, even specialists.

To select a **Primary Care Physician**, click on Primary Care Physicians on the left-hand side of the screen under **Narrow Your Results** and click **GO**. If you'd like to narrow your results further, you can select the criteria in the left-hand side of the screen.

The screenshot shows a web browser window titled "Provider Search - Windows Internet Explorer provided by Health Net, Inc." The address bar shows the URL: [https://www.healthnet.com/portal/providerSearch.do?#t~tlf\\_0\\_0\\_0\\_ltf\\_1390%20Market%20St\\_94102\\_5\\_-122.417521\\_37.776702\\_CA\\_nfit\\_\\_\\_\\_\\_HMO\\_4706\\_](https://www.healthnet.com/portal/providerSearch.do?#t~tlf_0_0_0_ltf_1390%20Market%20St_94102_5_-122.417521_37.776702_CA_nfit_____HMO_4706_). The page displays a map of San Francisco and a list of providers. The left-hand side has a "Narrow Your Results" section with filters for "By Type", "By Specialty", "By Medical Groups", "By Status", "By Gender", "By Physician Last Name", and "By Physician First Name". The "By Type" section has radio buttons for "All Types", "Primary Care Physicians", "Urgent Care Centers", "Hospitals", and "Medical Groups". The "Primary Care Physicians" option is selected. The "By Status" section has a checkbox for "Accepting New Patients" which is checked. The "By Gender" section has a dropdown menu set to "Both". The "By Physician Last Name" section has an empty text input field. The "By Physician First Name" section has an empty text input field. The main content area shows a list of providers. The first provider is Sara M Buckelew, M.D., Hill Physicians Medical Group - San Francisco, PEDIATRICS, Provider ID#: 091512, Enrollment ID: 4706091512. The second provider is Susan C Coffey, M.D., Hill Physicians Medical Group - San Francisco, INTERNAL MEDICINE, Provider ID#: 100405, Enrollment ID: 4706100405. A red arrow points to the "Primary Care Physicians" filter, and another red arrow points to the "Enrollment ID" field for Sara M Buckelew, M.D.

❖ The **enrollment ID** is what you will put on your insurance action form to specify your primary provider. **Only primary care physicians will have enrollment ID's.**