

HOW TO FIND A NETWORK PROVIDER



USER GUIDE

When you're looking for a health care provider, there's a lot to consider. Is the provider in my network? Is the location close to home or work? The online provider search tool can help you.

Get started

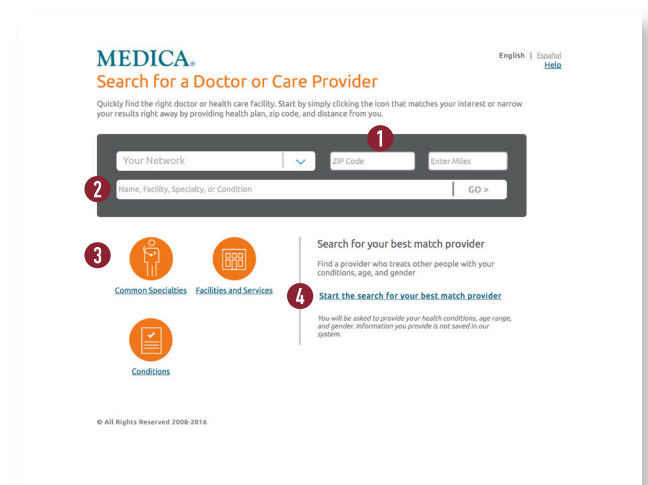
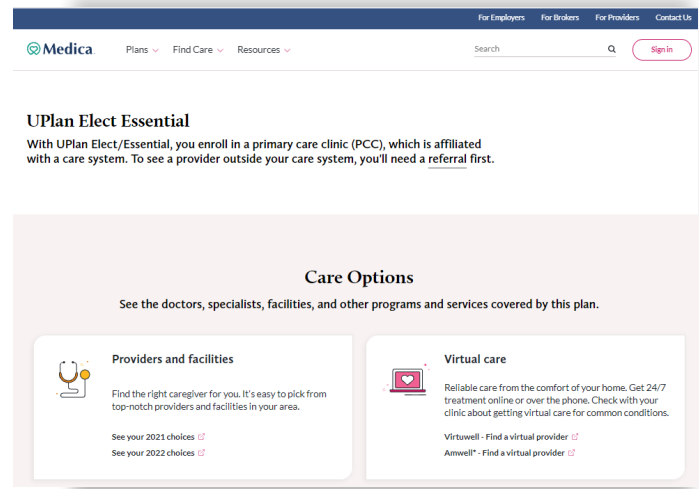
- Go to medica.com/uofm.
- Choose "Find a Physician or Facility."
- Select your plan.
- Choose the type of provider you're looking for: physicians and facilities (including nurse practitioners, physician assistants, specialists, clinics and hospitals), virtual care providers, mental health providers and counselors, and more.

Remember, you receive the highest level of benefits when you see providers in your plan's network.

Search for providers and facilities

You can look for a provider several different ways. Choose the way that works best for you.

- 1 Enter your ZIP code to narrow your search when you use options 2 or 3 listed below.
- 2 Type any of the following into the search box, then click *GO*:
 - Provider name
 - Facility name (clinic, hospital, urgent care center, etc.)
 - Provider specialty (cardiology, allergy, dermatology, etc.)
 - A condition (asthma, diabetes, heart disease, etc.)
- 3 Choose from a list of Common Specialties, Facilities and Services, or Conditions.
- 4 Search for your best provider match by clicking on *Start the search for your best match provider*.



Search tips

Tips for searching for a provider:

- Once you start typing in the search box, you'll see a drop-down menu with options you can choose. If you see the option you want, click on it. Otherwise, continue typing and click *GO*.
- Don't use special characters, like "&" or "*".
- If you don't find the provider you're looking for, try searching another way. For example, if there's a chance you've misspelled the name, try searching by the provider's specialty.
- If you need to clear your search criteria and start over, click the *Begin New Search* link in the right corner above the search bar.



Review your results

You can narrow and sort your results, or create a PDF directory using the following tips.

1 Narrow Your Results

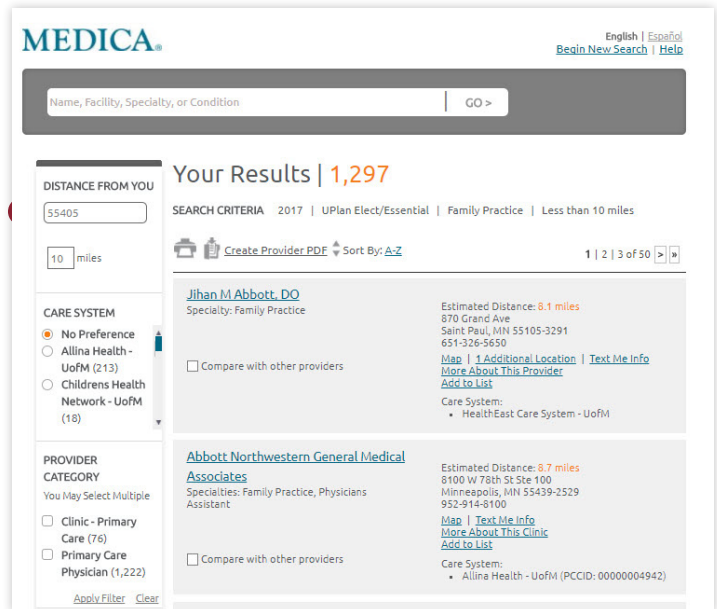
Use the options on the left to narrow your results.* You can narrow by ZIP code (you can also enter the number of miles from your ZIP code to include in your search), provider category, specialty, clinic or hospital affiliation, and other criteria. For some selections, you'll need to click *Apply Filter* to update your results.

2 Create a PDF of Your Results

Click *Create Provider PDF* to make a PDF of your results. After you create the provider PDF, you can download it (if you have fewer than 1,000 results) or email it to yourself (or someone else).

3 Sort Your Results

If you've entered a ZIP code, the closest providers will be listed first. Otherwise, your results will be sorted alphabetically. To change how your results are sorted, click the link to the right of *Sort By*.



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You enroll in a primary care clinic that's affiliated with a care system. To receive your highest level of benefits, get all of your care from providers in your care system. Use the *Care System* filter to see providers in your care system.

*Your search results may include providers in Medica's nationwide Travel Program Network. Narrowing your results can help you find what you're looking for more quickly.



Have a question?

Call Customer Service at **952-992-1814** or
877-252-5558

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