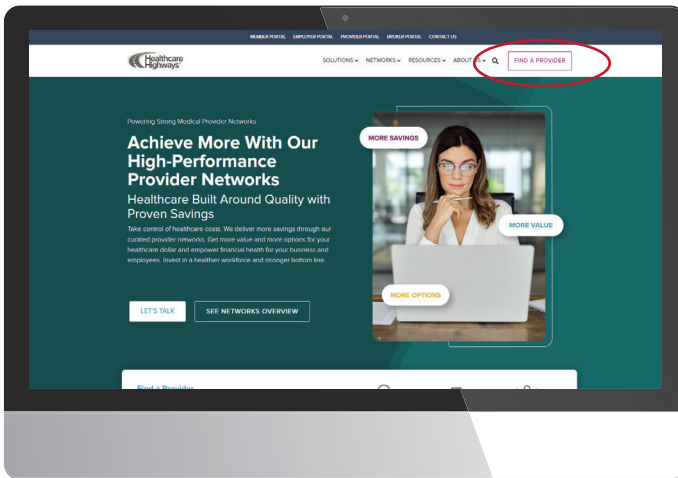
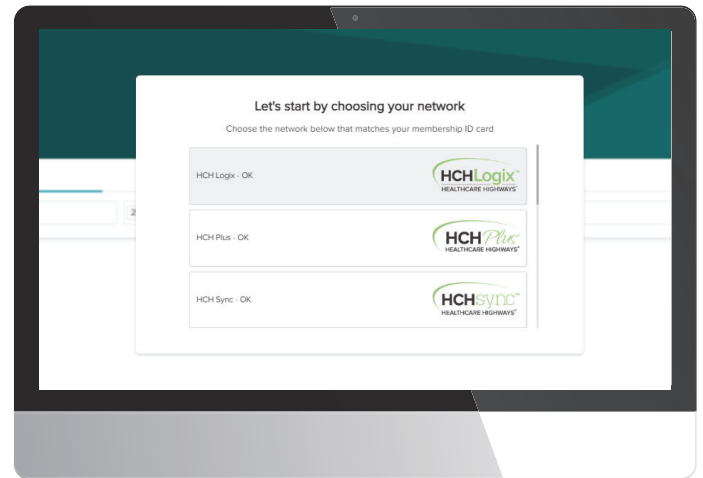


Finding an in-network provider with Healthcare Highways

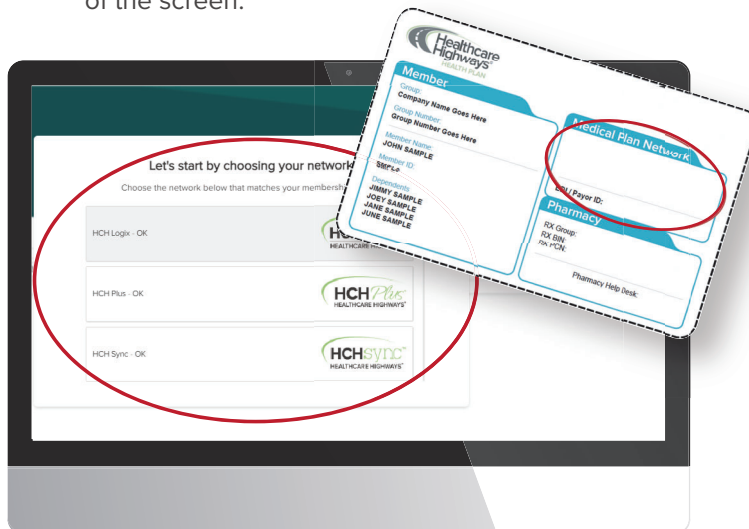
Welcome to Healthcare Highways! We're honored to be your healthcare partner. Let's help you find your in-network provider.



1. Go to www.healthcarehighways.com and click on the **Find a Provider** button in the upper right of the screen.

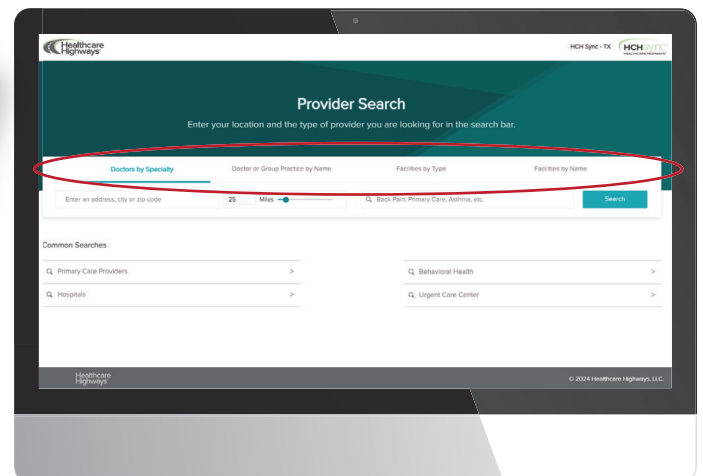


2. You've now accessed the provider search website. It's important to have your member ID card nearby for reference when choosing your network.



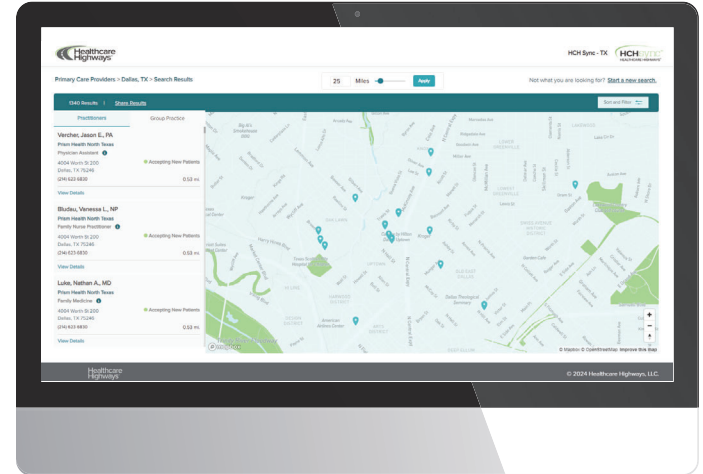
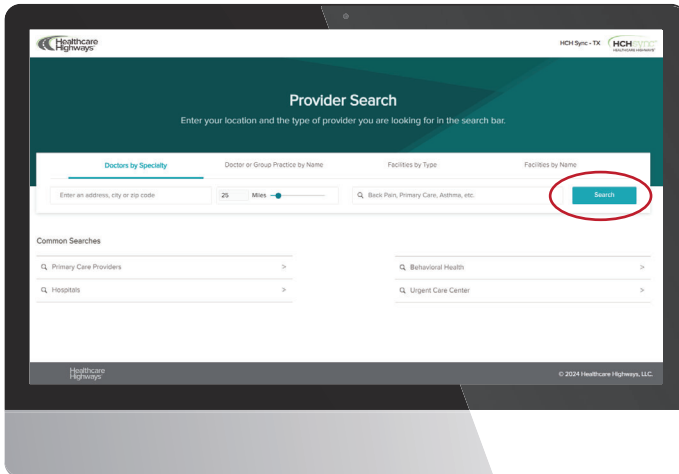
3. A menu will appear with different networks listed. Match the network logo on the front of your member ID card with the one listed on the screen.

Example ID Card shown above. Check the "Medical Plan Network" section for your network logo. Match the network name with the listing in the menu.



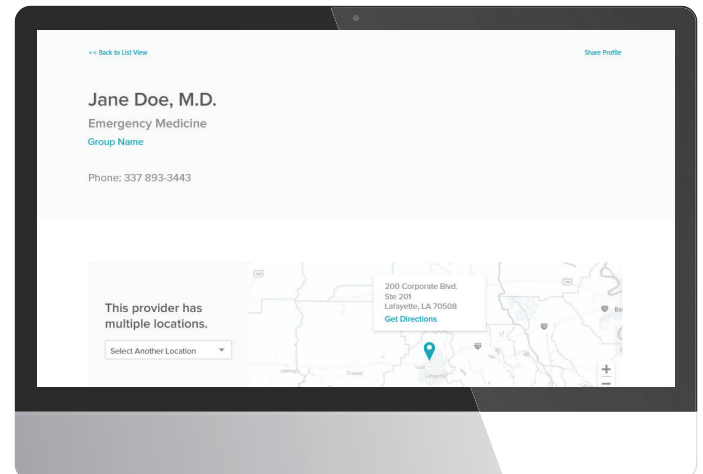
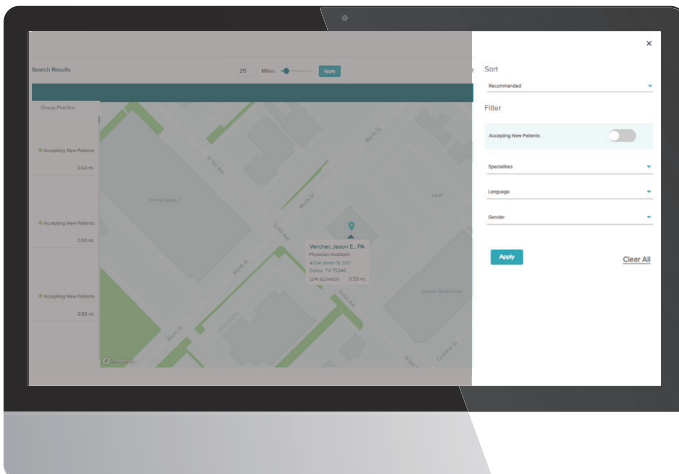
4. Once you choose your network, you will be taken to the Provider Search home screen. Here you will be able to enter your location, and search **Doctors by Specialty**, **Doctor or Group Practice by Name**, **Facilities by Type**, or **Facilities by Name**.

At any time you can check to make sure that your network information is correct. Do this by viewing what is displayed in the upper right hand corner. It should reflect your your Healthcare Highways network selection next to the plan.



5. You will need to enter an address, city, or zip code, the mile radius, and what you are searching for. We also have a few common searches towards the bottom of the page. Click **Search** once you have filled out all required information.

6. A list of one or more providers will appear, in order of distance, starting with the closest to your search parameters. Within this list you can toggle between the **Practitioners** and **Group Practice** search results. Both lists include the search result address, phone number, and a **View Details** button, with a map on the right showing provider locations.



7. By selecting the **Sort and Filter** button, a filter screen will appear and will provide you the option to narrow your search. Results still not what you were looking for? You can always click **Start a new search**.

8. Clicking the **View Details** button on any search result directs you to the provider's detail page, where you can view specialty, practice name, availability for new patients, contact details, a map location, and quality scores for hospital searches.

For more information or additional assistance, call our Customer Experience Team at **(866) 945-2292**. We're available Monday-Friday, 8 a.m. - 5 p.m. CST.