## **New Provider Directory**

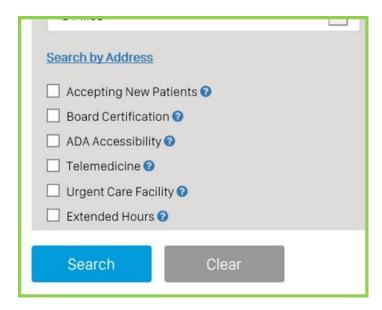
Our new and improved Provider Directory launched in July 2019. The directory is available at these web addresses:

- CHPW Apple Health provider network: https://www.chpw.org/provider-search/
- CHPW Medicare Advantage provider network: <a href="https://medicare.chpw.org/find-a-doctor/">https://medicare.chpw.org/find-a-doctor/</a>

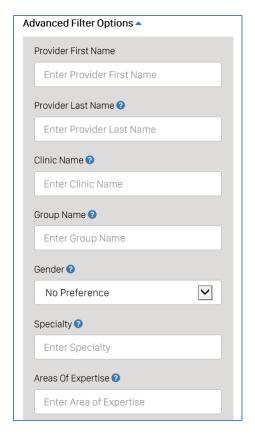
You may use the directory without registering. If you choose to register, your search results will be customized based on whether you are a CHPW Apple Health and/or Medicare provider, your address, etc.

The new directory has a more organized look and feel with many new features:

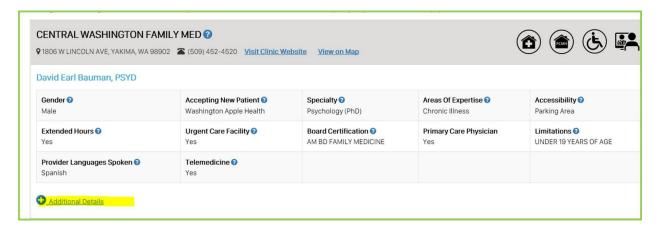
- You can quickly search by location (zip code, city, or county) and benefit plan; and by provider type (doctor/medical professionals, facility, hospital, behavioral health, durable medical equipment, pharmacy).
- One click to search primary care providers (PCPs)
- Advanced filters accessible from the home page
- Added filters on the left side of your search results let you quickly and easily see more information about the provider.
  - A checkbox feature lets you narrow your search; here's an example:



- You can select more than one filter; for example, you can select Accepting New Patients and ADA Accessibility and Extended Hours
- Here's a partial example of the advanced filter options. When you're searching the directory, click once to select a filter, enter your search information, then click Search:



- Click the blue question mark next to the filter to learn more about using that filter.
- One click to access the clinic's website with the ability to View on Map
- Click the Additional Details button in your search results to see extra detail about the provider.



## **Your Information in the Provider Directory**

You can email <a href="mailto:provider.changes@chpw.org">provider.changes@chpw.org</a> at any time to update your information in the Provider Directory. Read the "Provider Directory Quality Assurance" and "Provider Roster FAQ" bulletins for more information about how CHPW works to ensure the accuracy of our Provider Directory:

<a href="mailto:https://www.chpw.org/for-providers/bulletin-board/">https://www.chpw.org/for-providers/bulletin-board/</a> or <a href="https://medicare.chpw.org/provider-center/bulletin-board/">https://medicare.chpw.org/provider-center/bulletin-board/</a>.

## **Questions?**

If you have general provider relations and contracting questions, please email <a href="mailto:provider.relations@chpw.org">provider.relations@chpw.org</a>.

If you have questions about the current Provider Directory or the new Provider Directory that goes live in July, or if you have general questions about other topics, please email Customer Service at <a href="mailto:customercare@chpw.org">customercare@chpw.org</a>.