

How to use the online provider directory

Step 1: Select your Provider Type

Providers are grouped into these categories for easier searching:

**Primary
Care
Physicians**

Select this button to search for physicians to coordinate your health care. Your Primary Care Physician is responsible for providing covered services and referring you to Specialists as needed.

Specialists

Select this button to search for non-Primary Care Physicians who provide services in a specific field.

**Other
Medical
Professionals**

Select this button to search for non-physician healthcare professionals who can provide care for you, including Certified Nurse Midwives, Certified Registered Nurse Practitioners, and Physician Assistants.

Hospitals

Select this button to search for facilities that provide inpatient and outpatient services.

Dentists

Select this button to search for physicians to treat problems with your teeth or who provide care to help prevent problems with your teeth.

Pharmacies

Select this button to search for places where medicinal drugs are sold.

**Vision
Providers**

Select this button to search for healthcare professionals who perform eye exams and supply eyeglasses and/or contact lenses.



Select this button to search for healthcare services provided by facilities or vendors.



(Medicare Assured[®] only)

Select this button to search for physicians, healthcare professionals and facilities that specialize in the treatment of behavioral health concerns.

Step 2: Select Your Product

Gateway Health Plan offers two products: Medicaid and Medicare Assured[®]. Select either Medicaid or Medicare from the drop down list

Step 3: Enter your Location

You may enter any address, such as your home, a family member's home or a daycare address, depending on where you're likely to be when leaving for medical appointments.

- Enter a Street Address, City, State and zip code **OR**
- Enter a City and State, **OR**
- Enter a Zip Code, **OR**
- Enter a County

Then select mileage from the Location entered.

Step 4: Additional Search Options

You have the choice to search by healthcare services in a specific field, or Specialty.

You have the choice to search by provider name or group name by entering any part of the name.

You have the choice to search by a provider's phone number.

Step 5: Narrow Your Search (Optional)

For Primary Care Physicians, Specialists and Dentists searches only, you may specify other characteristics that are important to you in selecting a physician.

These characteristics include whether the physician is **Accepting New Patients** (open to taking new patients into their practice), **Gender** (whether the physician is female or male), **Languages** (whether the physician staff speaks a language other than English), **Hospital Affiliation** (the facility where a physicians can admit) and/or **Office Location** (the physician's business address)

Click "Continue" to see your search results.

Information Sources and Validation

| Item | Explanation | Source | Limitations | Validation |
|-------------------------------|---|---|-------------------------------|---|
| Specialty | A focused area of medicine in which a doctor has been educated and trained. | Self-reported on doctor's application and verified by Gateway. | None | Verified through the American Medical Association, American Osteopathy Association or American Board of Medical Specialties at initial credentialing and at recredentialing every 3 years. |
| Hospital affiliations | The facility where your doctor can admit patients. | Self-reported on doctor's application and verified by Gateway. | None | Verified through the hospital at initial credentialing and at recredentialing, every 3 years. |
| Board certification | Provides doctor with additional training and testing in a particular specialty. Board certified means a physician has taken and passed a medical specialty examination in the Specialty listed. | Self-reported on doctor's application and verified by Gateway. | None | <p>Verified through the American Medical Association, American Osteopathy Association or American Board of Medical Specialties at initial credentialing and at recredentialing every 3 years.</p> <p>A physician's most current board certification can be verified through the following link: http://www.certificationmatters.org/ by entering the physician's name and address.</p> |
| Accepting new patients | The doctor is open to taking new patients into their practice. | Self-reported on doctor's application and updated as the status is reported as changed by the doctor. | None | Verified at initial credentialing and upon notice of change by the doctor. |
| Languages | The doctor speaks a language other than English. | Self-reported on doctor's application. | Information is self-reported. | None |

Information Sources and Validation

| Item | Explanation | Source | Limitations | Validation |
|----------------------|---|---|-------------------------------|--|
| Facility Name | Hospital's name. | Reported on facility's application. | Information is self-reported. | Verified at initial credentialing and upon notice of change from the hospital. |
| Location | Hospital's street address. | Reported on facility's application. | Information is self-reported. | Verified at initial credentialing and upon notice of change from the hospital. |
| Accreditation | Certification that a Hospital has met the requirements and standards of a nationally recognized organization for hospitals. | Reported on facility's application and verified by Gateway. | None | Verified through the Joint Commission or American Osteopathic Association at initial credentialing and at recredentialing every 3 years. |