

Welcome to the Premier Health Plan Provider Directory.

As a member of Premier Health Plan, you gain access to an exceptional group of practitioners and hospitals, offering quality health care in your area.

Premier Health Plan is dedicated to providing you with the information you need to make informed health care decisions. Please take a look at the questions below for more information about how our provider directory is maintained and the best way to search for a practitioner or hospital.

As always, if you have any questions or concerns, please reach out to Member Services at the phone number on your Premier Health Plan identification card.

**1) What type of providers will I find listed in the provider directory?**

- Primary care physicians
- Obstetrics and gynecologist
- Specialists
- Behavioral health practitioners
- Hospitals
- Ancillary providers such as urgent care, home health or labs, skilled nursing facilities

The directory includes practitioners and hospitals who are credentialed and contracted with the health plan.

Please note: Premier does not select hospitals or practitioners based on quality measures, member experience measures, patient safety or cost-related measures.

Premier Health Plan adds practitioners to the directory when appropriate, on an ongoing basis. Be sure to search the directory for more information regarding specific practitioners. Every effort is made to keep the directory updated.

**2) What counties are the practitioners and hospitals that are included in the directory located in?**

The practitioners and hospitals listed in the directory, such as primary care, cardiologists, orthopedics, gastroenterologist, chiropractors, and more are geographically located to ensure members have access to the services they need within a reasonable distance and driving time. Practitioners and hospitals who are part of Premier HealthOne Plan are located in one of the following 9 counties in Southwest Ohio:

- Montgomery
- Butler
- Clark
- Warren
- Greene
- Miami
- Preble
- Darke
- Shelby

**3) How does Premier Health Plan gather the practitioner and hospital information needed to populate the provider directory?**

Premier Health Plan is dedicated to offering its members access to accurate practitioner and hospital data. In order to ensure that the information offered in the provider directory remains relevant, Premier Health Plan takes the following actions:

- Pulls relevant data from credentialing and/or contracting for practitioners and hospitals who are part of the network
- Uses the CAQH Universal Credentialing DataSource®, which offers real time updates to provider information
- References information listed in the provider roster form completed by office managers

**4) How does Premier Health Plan validate that the information in the provider directory is and remains accurate?**

Once practitioner and hospital data is inputted into the provider directory, Premier Health Plan maintains accuracy by:

- Performing quarterly outreach to providers
- Conducting ongoing routine updates within 15 business days of receiving new information
- Completing an annual review of the information and ensuring all corrections/updates are made in a timely manner
- Highlighting opportunities for improvements to the directory to ensure the member experience is positive
- Routine reminders to providers to keep Premier Health Plan advised of any changes

**5) How do I find quality information about hospitals in my area?**

Quality is at the heart of Premier Health Plan and it is the reason that Premier Health Plan offers members the ability to compare quality ratings of hospitals in their area. The Premier hospital directory allows you to link to *Hospital Compare*, one of the most widely recognized sites for hospital quality comparisons sponsored by the Centers for Medicare and Medicaid Services. The site provides access to patient surveys and comparison quality data to help members choose hospitals that best match their needs.

**6) How can I check to see if my practitioner and hospital are board certified or accredited?**

Premier Health Plan is proud to offer you a provider directory that includes the information you need in a format that is easy to navigate. When you search for a particular practitioner, you will notice his or her board certification status. To view more information about this status, you may click on the button and it will link out to the specific board certification information you are looking for. You may do the same when searching for hospitals and would like to learn more about the accreditation status.

**7) What are the limitations of the provider directory data?**

Premier Health Plan is dedicated to maintaining an accurate provider directory and performs quarterly outreach to providers. Updates are made at a minimum of every 15 business days and specific practitioner and hospital data are reconfirmed during each recredentialing process (every 36 months). Please note: a change in the data available in the provider directory could change since your last review of information. Be sure to check with your practitioner for updated information.

**8) As a member of Premier Health Plan, how do I search the provider directory for the information I need?**

Premier Health Plan has created a user friendly provider directory that allows members to search for practitioners and hospitals based on certain elements, including:

- Name
- Gender
- Specialty
- Hospital affiliations
- Medical group affiliations
- Accepting new patients
- Languages spoken by the physician or clinical staff
- Office locations
- Hospital name
- Hospital location

Convenient drop down tabs allow members to refine the search according to their preferences. Members who would like assistance in using the directory or finding a particular provider should call Member Services at the phone number listed on the Premier Health Plan identification card.

**9) As a member of Premier Health Plan, can I print the provider directory?**

Yes. If you would like to print the provider directory, click on the print icon within the directory. Please note: Premier Health Plan recommends you visit the online provider directory for the most updated information as data may have changed since the date of print.

If you need further assistance, please call the Member Services phone number listed on your Premier Health Plan identification card.

**10) What should I do if my provider leaves the network?**

If you receive primary care or are seen on a regular basis by a provider who leaves the network, we will make our best efforts to notify you within 30 days prior to the effective date of the change. If you choose to continue care with an out of network provider, your financial liability may increase.

Please note: The pharmacy and provider network may change at any time. You will receive notice when necessary.