



Provider Directory Help Guide – For Members
How to search for a provider on the HUSKY Health website

To locate the Provider Directory, click the **“Find a Doctor”** tab on the top of the HUSKY Health website.

The screenshot shows the top navigation bar of the HUSKY Health website. On the left is the HUSKY HEALTH CONNECTICUT logo. In the center are buttons for 'ESPAÑOL', a search bar with 'SEARCH' text, and 'MEMBER LOGIN'. On the right is the 'Community Health Network of Connecticut, Inc.' logo with a sun icon. Below the navigation bar is a horizontal menu with tabs: 'Member Information', 'Member Benefits', 'Find a Doctor', 'Managing Your Care', 'Health & Wellness', and 'Contact Us'. Social media icons for Facebook and Twitter are also present. Below the menu is a large banner image showing a healthcare professional and a family. The main content area features a circular image of a laptop displaying the website, followed by the heading 'Member Information'. The text below the heading explains the 'Member Information' menu and provides links to a 'Member Welcome Brochure' and a 'New Member Information page'. A paragraph on the right describes care coordination services.

Member Information

Use the "Member Information" menu to learn about your benefits and how to use them. You can also learn about managing your information and the part you play in your own healthcare. Be sure to visit our **Health & Wellness** and **Managing Your Care** pages to learn all about how you can be as healthy as you can be with HUSKY Health.

For an overview of the HUSKY Health Program, [click here to download the Member Welcome Brochure.](#)

If you are a new member, check out our [New Member Information page.](#)

HUSKY Health offers care coordination services to help you get the information, care, and support you need to be healthy. We will answer your questions and help you:

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Click the “**Find a Medical Provider**” button to begin your search.

The screenshot shows the HUSKY Health website interface. At the top left is the HUSKY Health Connecticut logo. To its right are buttons for 'ESPAÑOL', a search bar with a magnifying glass icon and the word 'SEARCH', and a 'MEMBER LOGIN' button. On the top right is the Community Health Network of Connecticut, Inc. logo. Below the header is a navigation bar with links: Member Information, Member Benefits, Find a Doctor, Managing Your Care, Health & Wellness, and Contact Us, along with social media icons for Facebook and Twitter. The main content area is titled 'Find a Doctor' and includes a paragraph: 'HUSKY Health members can find any type of provider they need whether a Primary Care Provider (PCP), specialist, behavioral health specialist or dentist. Scroll down for some helpful documents you can use when choosing a provider.' Below this are four colored boxes with icons and text: 1. 'Find a PCMH Practice' (blue box with a house icon) with text: 'Person-Centered Medical Home (PCMH) practices use a team-based approach to manage your health and well-being. You may choose a PCMH practice when selecting a PCP. Click the button or call: 1.800.859.9889*'. 2. 'Find a Medical Provider' (blue box with a stethoscope icon) with text: 'Use the provider directory to find a medical provider of any type including PCPs, and specialists. Click the button or call: 1.800.859.9889* Click here for instructions on using the provider directory'. 3. 'Find a Behavioral Health Specialist' (teal box with a brain icon) with text: 'Access behavioral health services through The Connecticut Behavioral Health Partnership (CT BHP). Click the button or call to choose a provider: 1.877.552.8247* The CTBHP provider search requires a login. Use the credentials provided on the page.'. 4. 'Find a Dentist' (orange box with a tooth icon) with text: 'Access dental services through The Connecticut Dental Health Partnership (CTDHP). Click the button or call to choose a dentist: 1.855.283.3682* The CTDHP provider search requires a login. Login or create an account using your ClientID.'

To Start Your Search:

Click on the “**Provider**” or “**Facility/Group**” tab. You can fill in as many of the boxes as you would like. The more you fill in, the more detailed the search results will be. If you fill in less information, there will be a larger range of results.

The screenshot shows the search instructions and form. It includes the following text: 'Please use the lookup below to search for a provider. If you want to see all providers, do not enter the town or zip code.'; 'If a message comes back that says “Your search returned too many providers!”, please enter the town OR zip code you are looking to find a provider.'; 'Your Primary Care Provider (PCP) is the main source of your healthcare. Some PCPs are part of a Patient or Person-Centered Medical Home (PCMH). In a PCMH, a team of providers work closely with patients to assist with every part of your healthcare and work with all of your providers. [Learn more about a PCMH and view a list of PCMH practices to choose from here.](#)'; and 'If you have any trouble using the provider search feature, call us at 1.800.859.9889 or TTY: 711 and we will help you find a provider.' Below the text are two tabs: 'Provider' (selected) and 'Facility/Group'. At the bottom is a search bar with the text 'Provider Search'.

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Helpful Hints - When Filling in the Search Fields, Please Note:

- If you would like to search by “**City**,” you also need to choose a State from the “**State**” drop down list.
- If you would like to search by “**Zip Code**,” don’t put in a “**City**” or “**State**.”
- If you would like to search by “**County**,” don’t put in a “**City**,” “**State**,” or “**Zip Code**.”
- If you would like to find a Primary Care Provider (PCP) in Connecticut, you would choose *Primary Care Physician* from the “**Provider Type**” drop down list. Then you would choose *Connecticut* from the “**State**” drop down list. Click on “**Find a Provider**.” This will show you a big list of doctors because it will show all of the PCPs in Connecticut.
- You can get a smaller list of doctors. For example, if you would like to find a PCP in Wallingford, Connecticut, you would choose Primary Care Physician from the “**Provider Type**” drop down list. Then you would put *Wallingford* in the “**City**” box and choose *Connecticut* from the “**State**” drop down list. Click on “**Find a Provider**.” This will give you a smaller list because it will only show PCPs in Wallingford, Connecticut.

To Look for a List of Doctors by Specialty:

Click on the “**Provider**” tab. Choose a “**Specialty**” type of doctor. Click on “**Find a Provider**.” This will show you each of the doctors in that group for the specialty.

To Look for a List of Doctors by Gender:

Click on the “**Provider**” tab, make selections on the provider search options and then click on “**More Search Options**” at the bottom of the page.

In the “**More Search Options**” window, under “**Gender**,” select “**Female**” or “**Male**” and click on “**Find a Provider**.” This will show you the doctors that are the gender you picked.

You can find a doctor by “**Specialty**” who is female or male. You can see doctors that are taking new patients by checking the “**Only show providers who are accepting new patients**” box.

To Look for a List of Doctors by Language:

Click on the “**Provider**” tab, make selections on the provider search options and then click on “**More Search Options**” at the bottom of the page.

In the “**More Search Options**” window, under “**Language**,” choose your language. Then click “**Find a Provider**.” This will give you the doctors that speak the language you picked.

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To Look for a List of Facilities/Groups:

Facilities/Groups may be hospitals, rehabilitation facilities, labs, radiology, group practices, Durable Medical Equipment (DME), surgical centers, skilled nursing facilities, etc.

Click on the ***“Facility/Group”*** tab for a list. You can fill in as many of the boxes as you would like. The more you fill in, the more detailed the search results will be. If you fill in less information, there will be more doctors on the list.

To find a facility by name, type in the ***“Facility/Group Name,”*** then type in the ***“Zip Code”*** or the ***“Address,” “City,”*** and ***“State.”***

If you do not know the name of the facility, you can also search by choosing a ***“Facility/Group Type.”*** Then type in the ***“Zip Code”*** or the ***“Address,” “City,”*** and ***“State.”***

Click on ***“Find a Facility/Group”*** to show your results.

Sorting Your Search Results:

You can sort your results in the search results section by choosing ***“Distance,” “Name,”*** or ***“Specialty”*** in the ***“Sort Results”*** box and then select ascending or descending order. Sort by ***“Distance”*** is only available when the search is done on ***“Zip Code;” “City”*** and ***“State;”*** or ***“Address,” “City”,*** and ***“State.”***

To See and/or Print the Whole Provider Directory:

Click on only the blue ***“Find a Provider”*** button at the bottom of the page. Do not include any other search fields. You will be able to download the results by clicking on the ***“Download or Print Results”*** button. You can also email the results by clicking on the ***“Download or Print Results”*** button.

How to Compare Doctors:

The ***“Search Results”*** screen can compare up to four doctors. When you are on this screen, you will see the ***“Compare Provider”*** box below the ***“View Details”*** link for each doctor. You can check up to four of the ***“Compare Provider”*** boxes before you click on the ***“Compare”*** button. This will show the doctors in a side-by-side view on your screen.

Hover Feature:

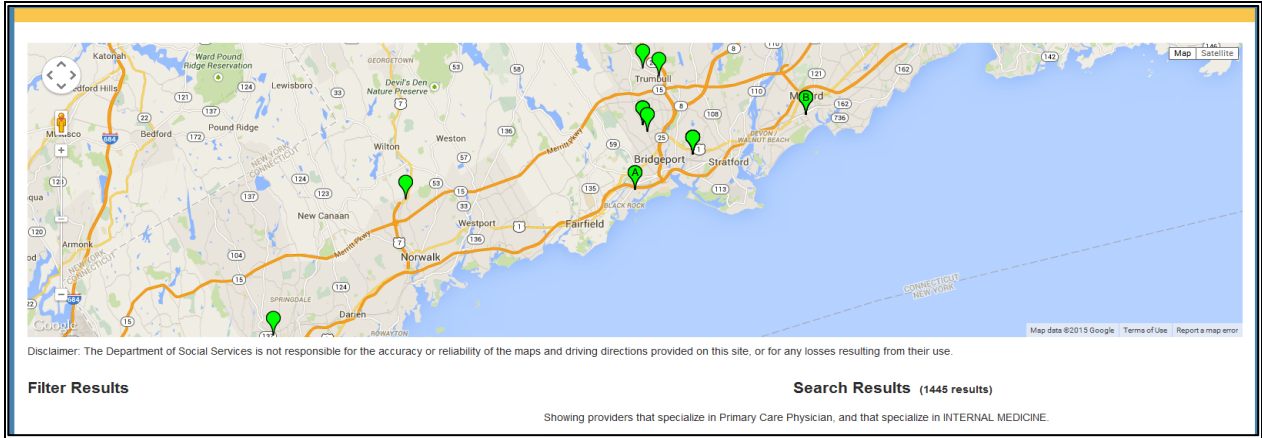
You can place your pointer over any of the search fields. A “pop-up” message will show you information on what each field means.

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How to Use the Map Feature:

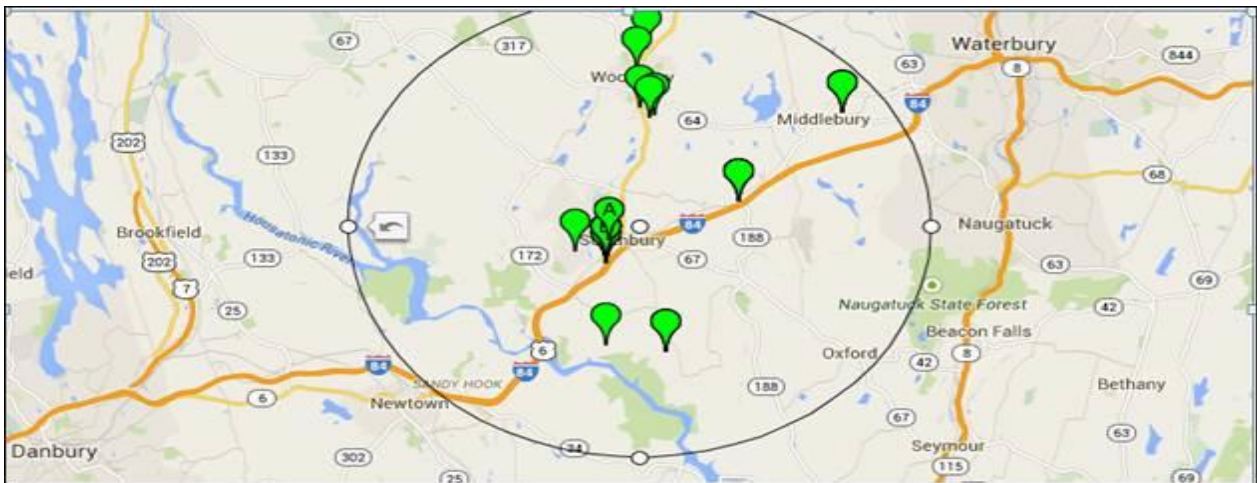
You will see a map in the results of your provider search at the top of the screen.



Click on the green pin on the map to see the doctor's details. This will show the doctor's name, specialty, and office street address.

How to Use the Map Feature (continued):

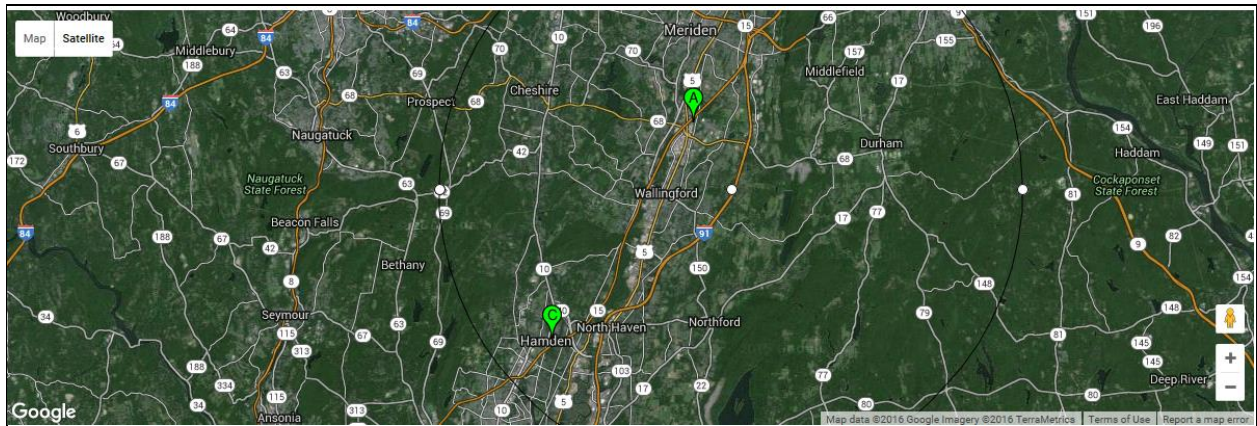
Click and hold the circle edges to increase or decrease your mileage.



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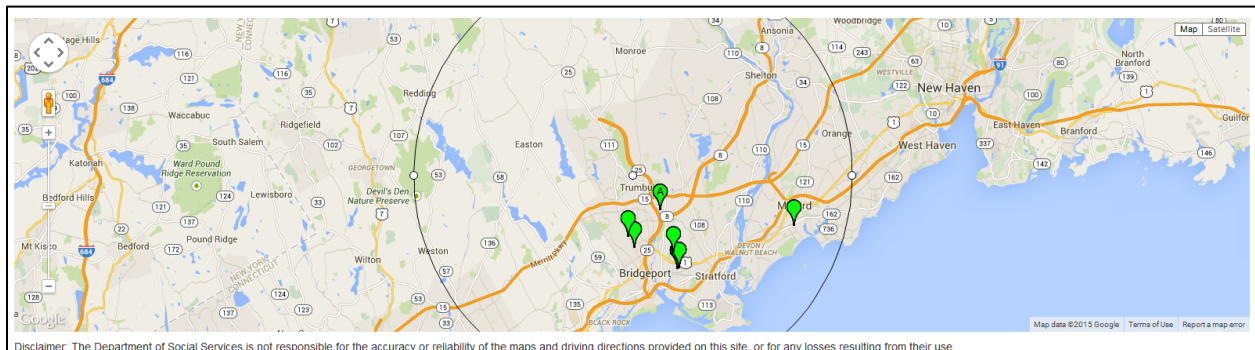
You can also see a satellite view of the map by clicking on **“Satellite”** on the top left corner of the map.

You can zoom into the address by using the **“+”** and **“-”** slider bar on the bottom right.



How to Use the Map Feature (continued):

You can also use the mileage bar under the **“Filter Results”** section to increase or decrease the miles in your search. Drag the mileage bar either right or left.



Filter Results

Only show providers who are accepting new patients

Show results within

Specialty 3 5 10 15 20 25 30 50

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Web Browsers You Can Use:

Firefox 25 on Windows 7

Internet Explorer 9.0, 10.0 on Windows 7

Internet Explorer 10.0 on Windows 8

Chrome latest stable version on Windows 7 and Windows 8

Safari 6 on OS X Mountain Lion