PROVIDER SEARCH TOOL

https://www.scanhealthplan.com/

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Sales Training_10.30.24

PROVIDER SEARCH TOOL

Overview

This Provider Search Tool is designed to streamline the process for sales agents to locate and identify providers within the SCAN Provider Network. Utilize this tool to enhance efficiency and accuracy in your enrollment activities. This user-friendly tool aids in:

Locating a Primary Care Physician (PCP) by Name: Quickly find PCPs by entering their names.

Identifying PCP ID for Enrollment Purposes: Obtain the necessary PCP ID to complete the enrollment process smoothly.

Selecting Medical Groups or IPAs: Choose the correct Medical Group/IPA and their respective ID required for enrollment.

Determining Plan Participation: Discover which plans the PCP and Medical Group/IPA participate in, ensuring accurate plan matches, which includes if the PCP under this medical group is accepting new patients.

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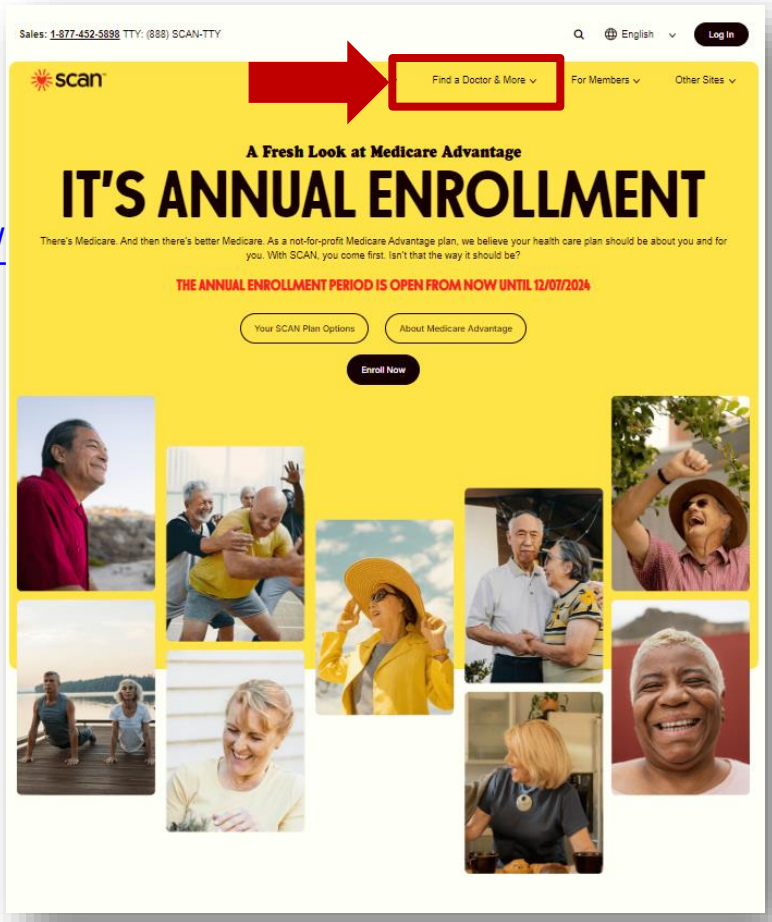
Section 1.
Search and find a Provider

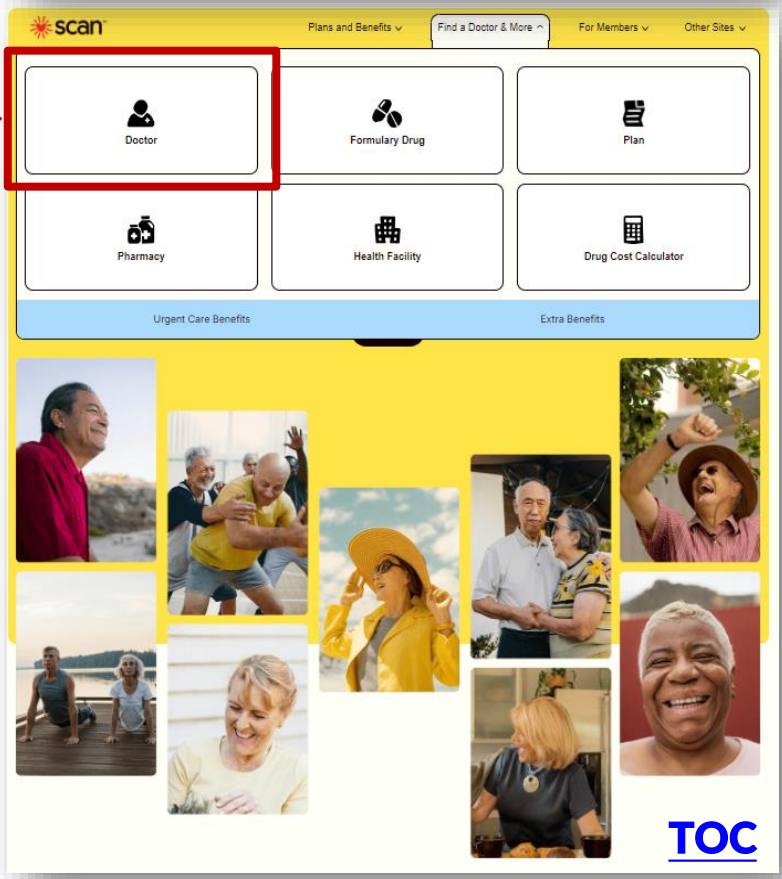
Use the following process steps to search and find your client's preferred **PCP provider and the PCP ID.**

Go to: https://www.scanhealthplan.com/

Click on the **Find a doctor & More link** (found at the top of the screen).



Select the **Doctor tile** from the search tool options.



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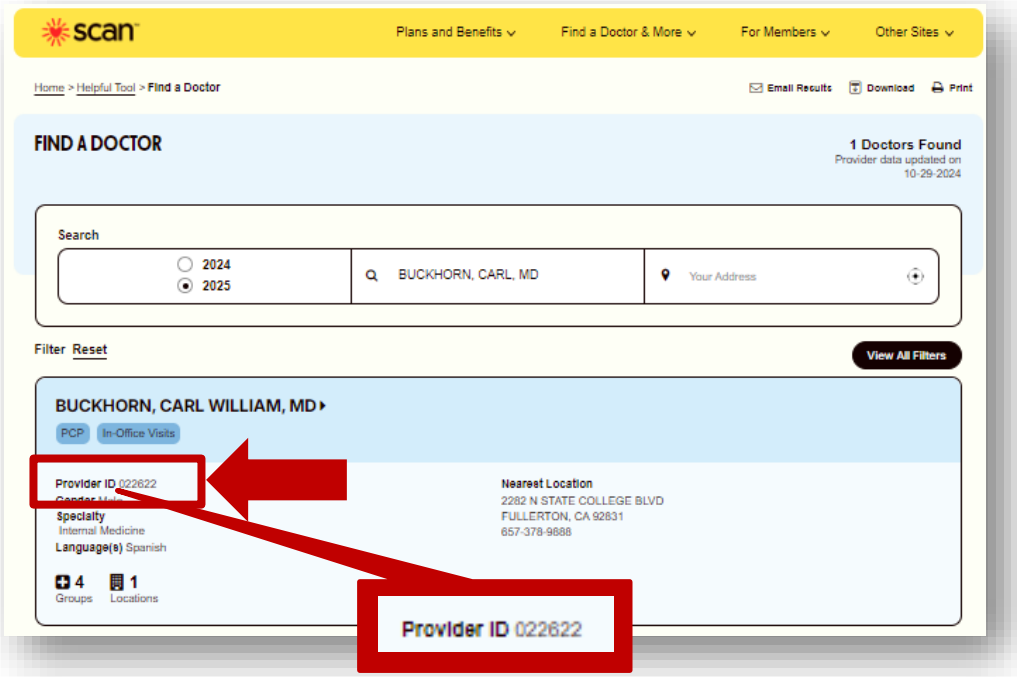
Section 1.
Search and find a Provider, continue.

Use the Search field to search for PCP by name or use the additional filter search options.

The **PCP ID*** which you will use for the enrollment is located under the doctor's name.

Click on the **PCP name** for additional detailed information on this provider.



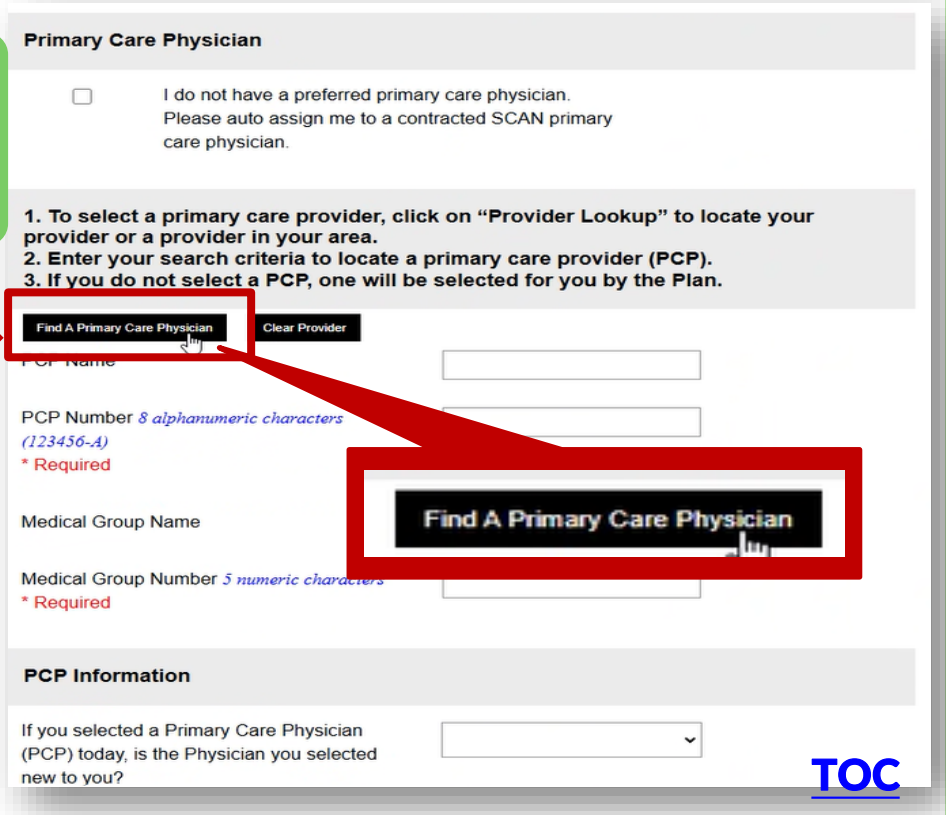
*** IMPORTANT:** This ID number must be correct and captured on the enrollment to avoid any delays.

Section 2.
Add Provider Info to Electronic Enrollment

Use the following process steps to **automatically add** the **PCP ID and MG ID in to the Electronic Enrollment.**

In the Electronic Enrollment System, **ALWAYS** use the *Find a Primary Care Physician* **link.**

IMPORTANT
DO NOT type in the provider and medical group info yourself, always use the link.



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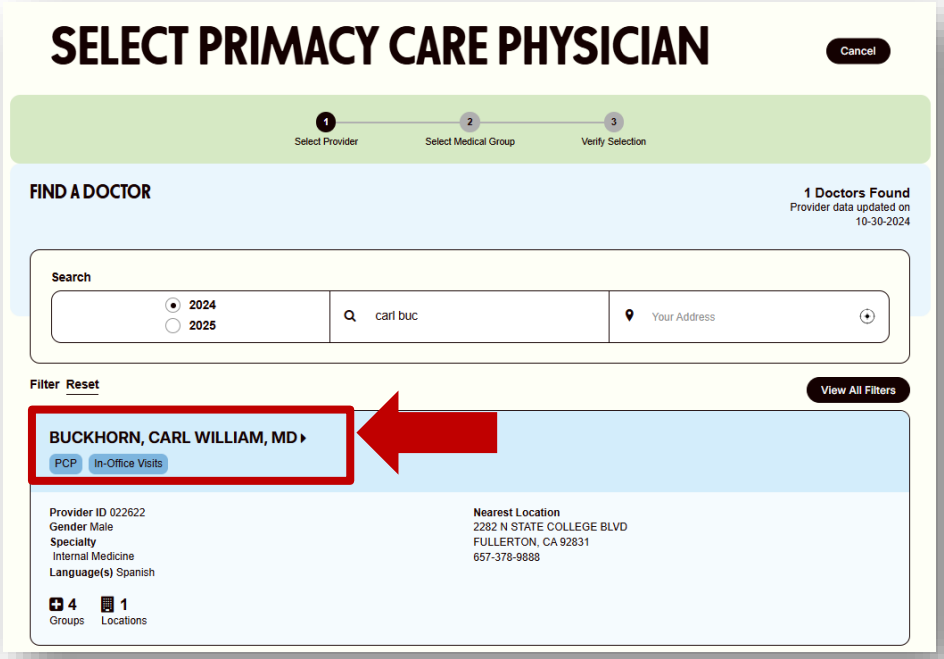
Section 2.
Add Provider Info to Enrollment, continue.

After clicking the *Find a Primary Care Physician* **link**, search for your client's selected doctor.

You can search by:

- Name
- Zip code
- Provider type
- Gender
- Etc.

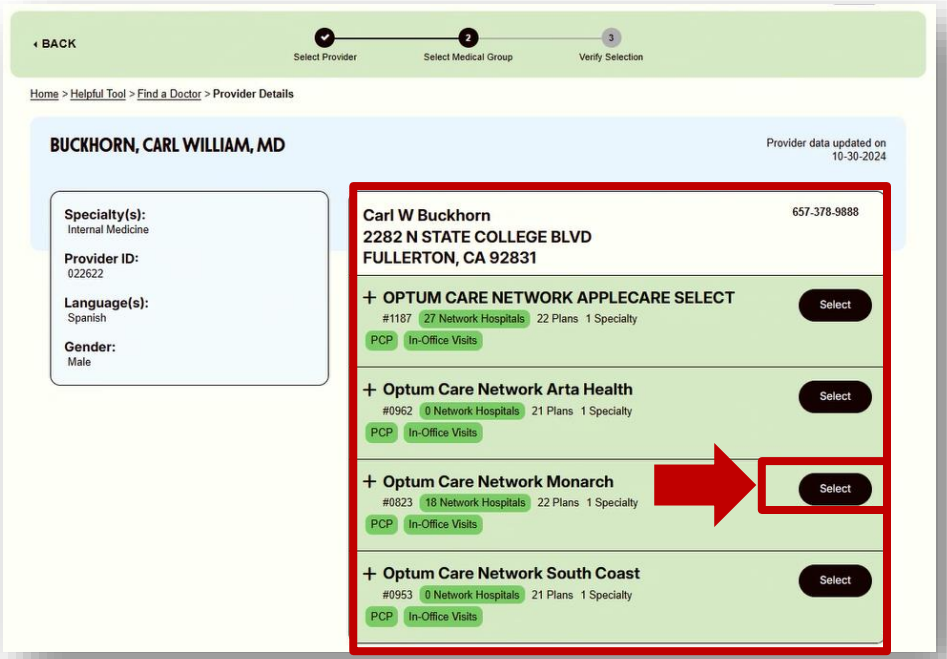
Once you've found your clients preferred provider, **click the name of the provider to proceed.**



After selecting the preferred provider, select the medical group your client would like to be assigned to.

You can click the **+ button** next to the medical group to get more information about the medical group and provider:

- Address
- Website & Email
- Phone
- Specialties
- Business Hours
- Participating Plans
- Network Hospitals
- Accessibility
- Cultural Competency Training



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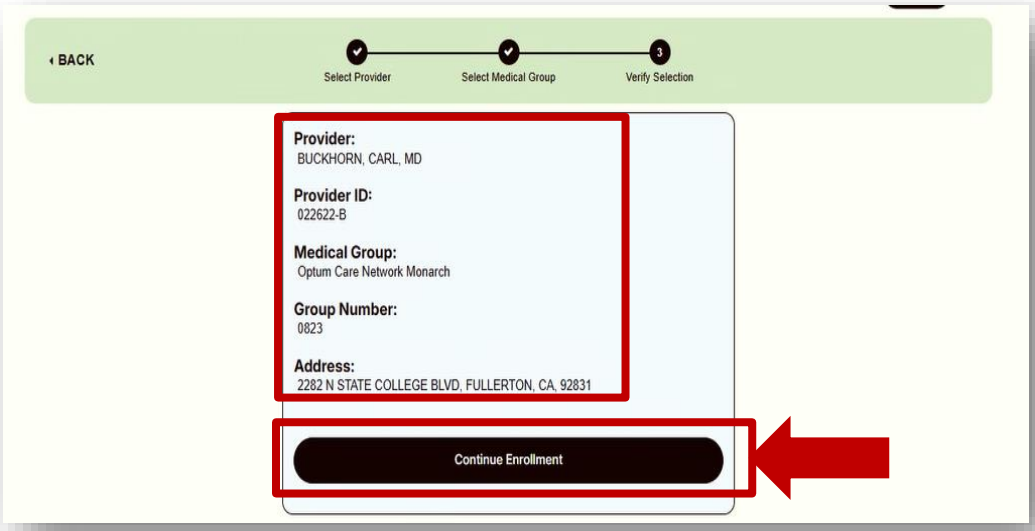
Section 2.
Add Provider Info to Enrollment, continue.

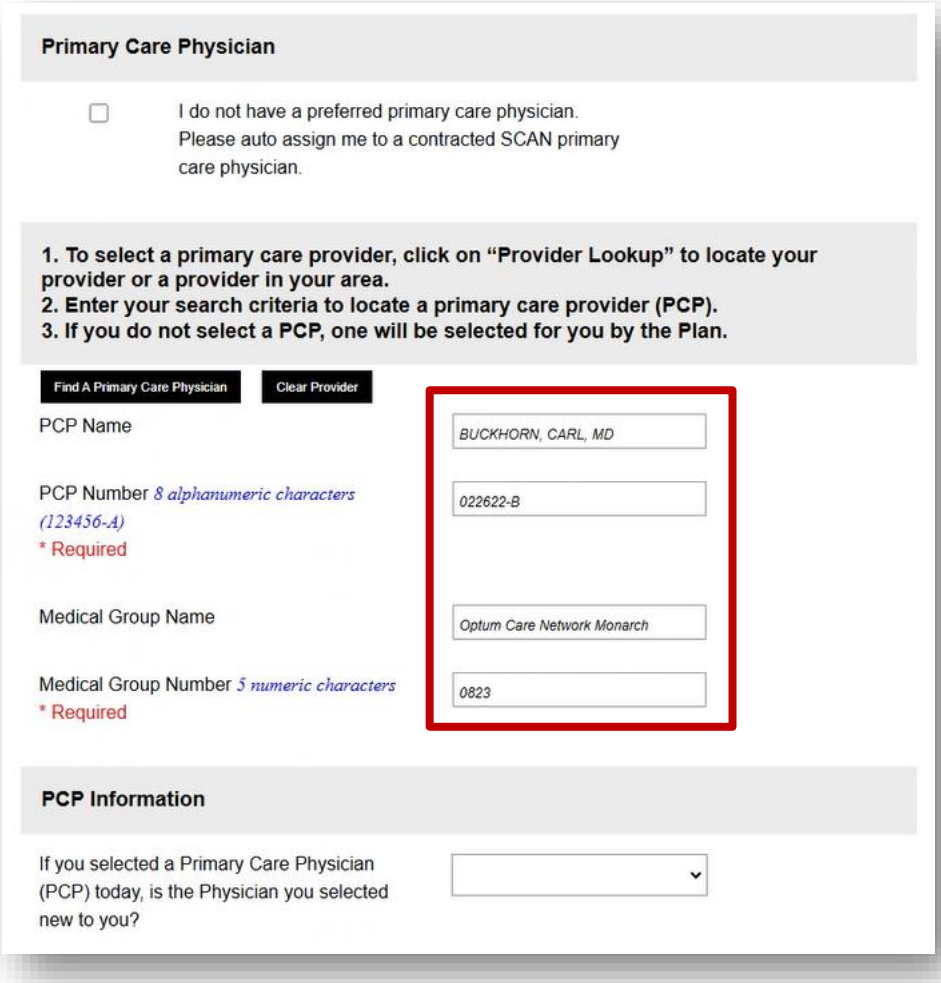
After selecting your preferred Primary Care Physician and Medical Group, review the information to ensure its accurate.

Once confirmed, click the *Continue Enrollment* **button** to return to your application.



After clicking the Continue Enrollment button, you will notice that your clients selected PCP and Medical Group **automatically populate** from the information you provided.

By using this method, it will cut down on errors and incorrect PCP ID and Medical Group ID numbers.



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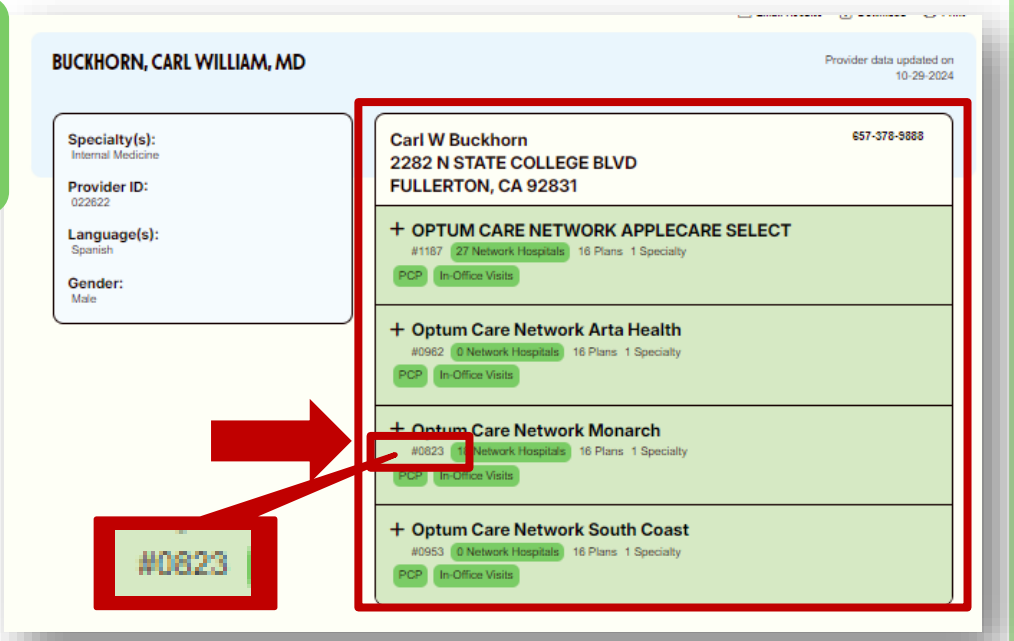
Section 3.
Choose a Participating Medical Group/IPA

Use the following process steps to select your client's preferred **MG/IPA and the MG/IPA ID.**

Once a PCP has been selected, select the affiliated medical group the client would like to be assigned to.

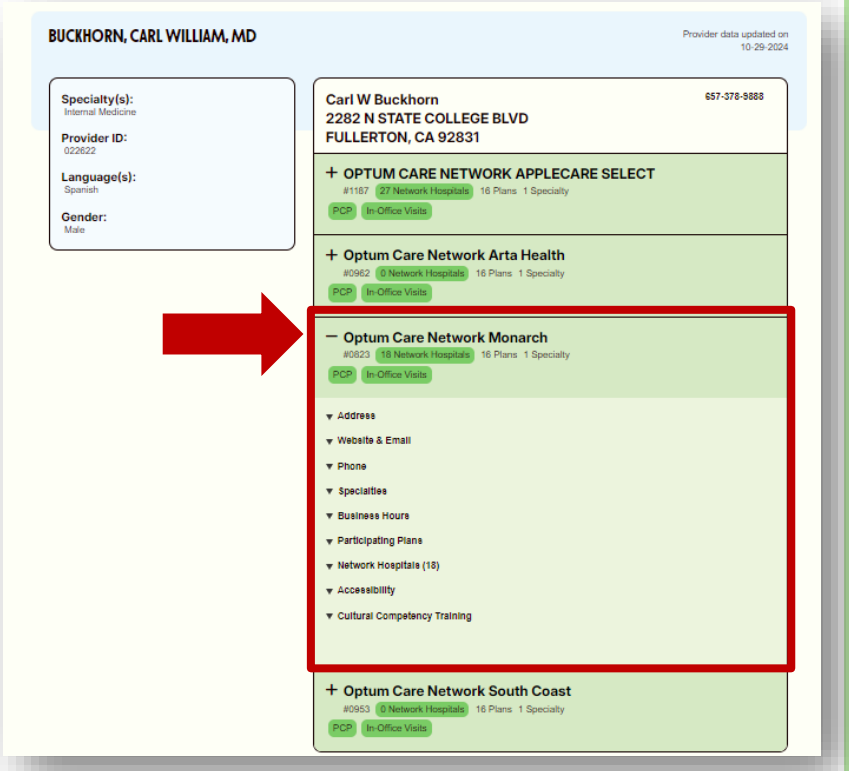
Medical Group ID* is located under the Medical Group name.



*** IMPORTANT:** This ID number must be correct and captured on the enrollment to avoid any delays.

Click on the **name of a medical group**, for additional detailed information on this medical group:

- Address
- Website & Email
- Phone
- Specialties
- Business Hours
- Participating Plans
- Network Hospitals
- Accessibility
- Cultural Competency Training



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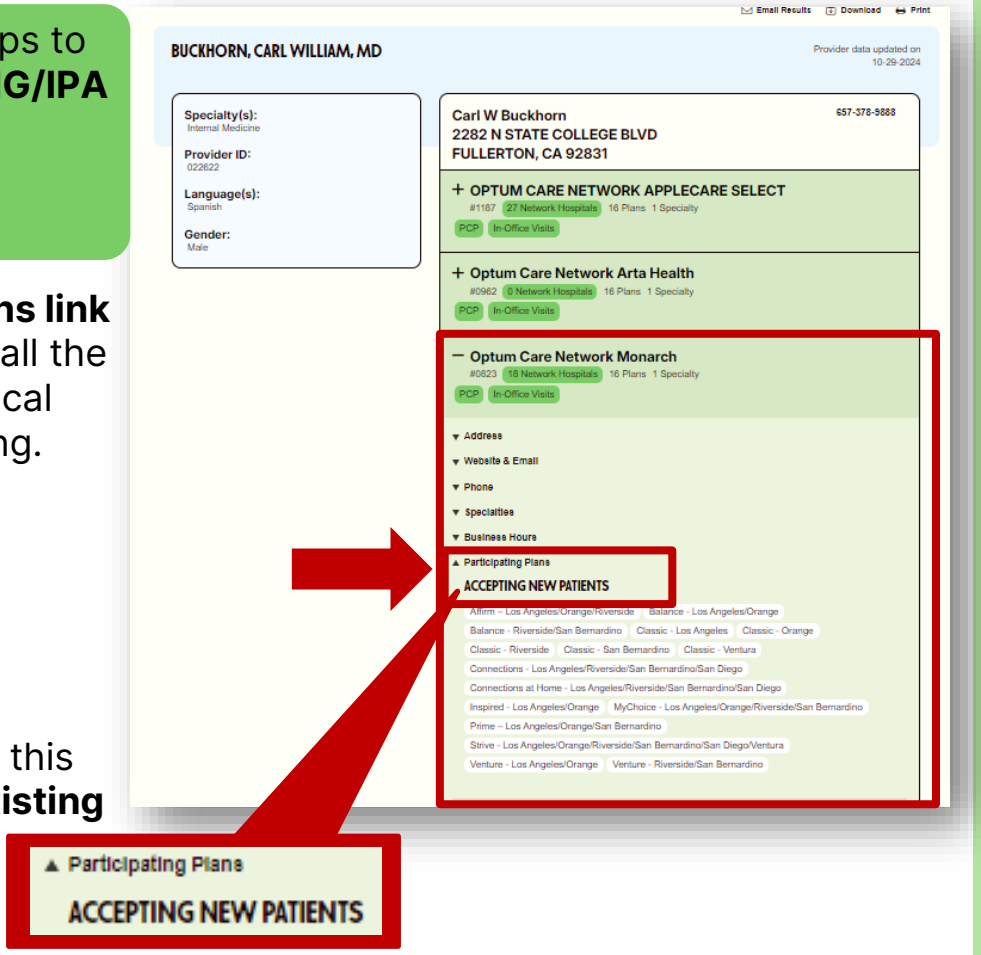
Section 4.
Find a SCAN participating plan

Use the following process steps to verify your client's **PCP and MG/IPA are participating under the preferred SCAN plan and are accepting new patients.**

Click on the **Participating plans link** under a medical group to see all the SCAN plans this specific medical group and doctor are accepting.

Next, confirm if this doctor is **"Accepting New Patients"** within this medical group.

Note: If the provider is not accepting new patients under this medical group it will show **"Existing Patients Only"**



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