

## How to search for a provider in the Mercy Care online provider directory



### Getting started

1. Use the top dropdown arrow to select the plan you or your family member have. Your Mercy Care member ID card can help if you're unsure which plan you have.
2. Click on that plan. (Example: if you are looking for a provider for a family member who is enrolled with Mercy Care as a DDD Health Plan member, select **Mercy Care Developmentally Disabled** on the dropdown.)
3. Fill in the ZIP code you want. If you don't know the ZIP code, click the box that says "Do not know the ZIP code?" and fill in the blank for the city or the county.
4. If you're looking for a **specific** provider or facility, fill in that blank with the name. Click 'Search.'
5. If you are looking for a **type** of provider or facility, such as a pediatrician or a specific hospital or clinic, click the dropdown arrow next to "Select a Specialty" in the Specialty box. Select the type(s) of providers you want to search for, and then click "Search."

**Note:** If you are looking for Applied Behavioral Analysis (ABA) providers, search for Behavioral Health as the specialty. When the results window opens, scroll down and on the left side of the "Refine Your Search" section, under Special Training and Experience," click "Applied Behavioral Analysis (ABA)" and then click "Update Results".

### Your search results

Depending on your search criteria and which providers or facilities are in the Mercy Care network, you'll get results from your search, or you'll get a message saying no providers were found. If you get "No providers match your search," you can search again using different criteria. You can also call Mercy Care Member Services at 602-263-3000 or 1-800-624-3879 for help.

If you get search results back, you can also refine your search using the options on the left side of the screen. Above your search, you'll find a key to the icons that may appear as part of the provider listing. For example, a bus icon indicates the provider's location includes easy access to public transportation.

### What do to next

Contact the provider directly to make an appointment.

***(Continued on next page)***

## How to search for a provider in the Mercy Care online provider directory



### Saving your search results

At the very top of the search results listing (where it says “Page 1 of **xx**”), on the right side of that box, you’ll see an option to print the results or to email the results.

**Print:** If you click the print icon (the gray and purple), the search results will open as a .pdf file. Follow the document prompts to print.

**Email:** If you click the email icon (the gray and green), a window will open. Type in your email address to the blank space and click “Send.” Your results will be emailed with a .pdf attachment to the address you provide.