



HFS

Illinois Department of
Healthcare and Family Services

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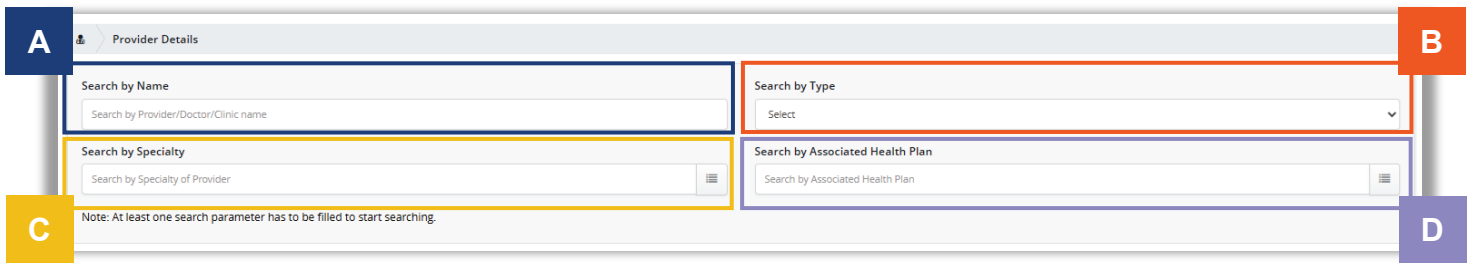
Medicaid Provider Search Job Aid

The screenshot shows the Medicaid Provider Search web application. The interface is divided into three main sections, numbered 1, 2, and 3. Section 1, 'Provider Details', includes search fields for Name, Specialty, Type, and Associated Health Plan. Section 2, 'Location', includes fields for Address, City, State, Zip Code, and Radius. Section 3, 'Additional Search Criteria', includes checkboxes for Gender, Languages Spoken, Accepting New Patients, and Extended Hours. A 'Search' button is at the bottom right.

1. **Provider Details:** Here you can enter any provider details by which you'd like to search, such as name, provider type, specialty, and/or associated health plan.
2. **Location:** Here you can add location details for your search starting with choosing either your current geolocation or other. You can also add details such as address, city, state, zip code, and search radius
3. **Additional Search Criteria:** Here you can add additional details to your search such as gender of provider, language(s) spoken, accepting new patients status, and extended hours.

Let's look at each of these search sections in more detail.

1 | Provider Details



The screenshot shows a search interface titled "Provider Details". It contains four search fields, each with a label and a placeholder text:

- A. Search by Name:** A text entry field with the placeholder "Search by Provider/Doctor/Clinic name".
- B. Search by Type:** A drop-down menu with the placeholder "Select".
- C. Search by Specialty:** A drop-down menu with the placeholder "Search by Specialty of Provider".
- D. Search by Associated Health Plan:** A drop-down menu with the placeholder "Search by Associated Health Plan".

Below the search fields, a note states: "Note: At least one search parameter has to be filled to start searching."

- A. Search by Name:** This is a text entry field. If you are searching for a specific medical professional, enter any information you know about the name of the professional or clinic. If you are not searching for a specific provider, leave this field blank.
- B. Search by Type:** This is a drop-down menu. The list includes Provider Types as they are identified in the IMPACT enrollment system.
- C. Search by Specialty:** This is a drop-down menu. Selecting a Provider Type in the previous step (B) narrows the number of Specialties that will be available in this drop-down menu, which can make it easier to find what you are looking for.
- *PLEASE NOTE: You may choose a Specialty without first selecting a Provider Type if you are not certain what provider type you are looking for.*
- D. Search by Associated Health Plan:** This is a drop-down menu. Searching by Associated Health Plan is intended to allow you to search for providers that are in-network with your Managed Care Health Plan.
- *PLEASE NOTE: This search element is not yet a reliable source of information as the Department works with health plans to ensure information is up to date. Please refer to the provider search tools offered by your health plan to verify inclusion of providers in the network.*

2 | Location

The screenshot shows a web form titled "Location". It contains several input fields and a radio button. The fields are labeled with letters A through F in colored boxes. A is a radio button for "Current Location" and "Other". B is a text field for "Provider Address". C is a text field for "Search by City". D is a drop-down menu for "State". E is a text field for "Search by Zip Code". F is a drop-down menu for "Radius Within".

- A. Location:** This is a radio button. Selecting “Current Location” will allow the OPD to use geolocation tools to identify where you are when you initiate the search. Selecting “Other” requires that you enter information into one or more of the location fields (B through E) to find providers in your area.
- *PLEASE NOTE: You will be asked to enable location services in your web browser to use this feature.*
- B. Provider Address:** This is a text entry field. If you are looking for a provider at or around a specific address, enter the street address here. If you only know the name of the street and not the number, enter only the street name. Leave this field blank if you are not searching for a specific location.
- C. Search by City:** This is a text entry field. If you are looking for a provider in or around a specific city, enter the city’s name. Leave this field blank if you are not searching for a location in a specific city.
- D. State:** This is a drop-down menu. If you are looking for a provider in or around a specific state, select that state from the drop-down list. Leave this blank if you are not searching for a location in a specific state.
- *PLEASE NOTE: Listed providers are enrolled in the Illinois Medicaid Program, even if they are located in other states.*
- E. Search by Zip Code:** This is a numeric entry field. If you are looking for a provider in or around a specific zip code, enter that zip code here. Leave this field blank if you are not searching for a location in a specific zip code.
- F. Radius Within:** This is a drop-down menu. Select the search radius for your search. Options range from 1 to 400 miles. The radius searched will depend on the other location information entered.
- *EXAMPLE: If you enter Peoria in the “Search by City” field and a 50-mile radius, you will only get results from within 50 miles of the city of Peoria.*

3 | Additional Search Criteria

The screenshot shows a web form titled 'Additional Search Criteria'. It contains several sections: 'Gender' with radio buttons for Male, Female, and All; 'Accepting New Patients' with radio buttons for Yes, No, and All; 'Languages Spoken' with a multi-select list including American Sign Language (ASL), English, Arabic, Chinese, French, German, Japanese, and Polish; 'Extended Hours' with radio buttons for Weekends and Late Nights; and a bottom section with 'Search' and 'Clear' buttons. Callout boxes are placed over the form: A (blue) over Gender, B (green) over Accepting New Patients, C (orange) over Languages Spoken, D (purple) over Extended Hours, and E (yellow) over the Search and Clear buttons.

NOTE: All of the "Additional Search Criteria" fields are optional. If a provider chooses not to report one of these fields (e.g., Gender, Languages Spoken, Extended Hours, or Accepting New Patients), they will not be included in the results if specific parameters are selected.

- A. Gender:** This is a radio button. Select the radio button for Male, Female, or All to search for a provider of a specific gender.
- B. Accepting New Patients:** This is a radio button. This function is still in development. Please do not select anything here.
- C. Languages Spoken:** This is a multi-check box field. Select one or more of the boxes to limit your search to providers who've identified that they speak the language(s) you select.
- D. Extended Hours:** This is a radio button. Select Weekends and/or Late Nights to limit your search to providers who've identified that they offer services during non-traditional working hours.
- E. Search:** At the bottom of this screen, select the **Search** button to continue and view the results.

Provider Results

The screenshot displays the 'Provider Results' page. At the top, a navigation bar includes a 'Home' link. Below this, a header section shows '6 Matched Results' and three buttons: 'Modify Search', 'Start Over', and 'Hide Map'. A search filter section on the left allows searching by City (Champaign), State (Illinois), and Provider Type (Behavioral Health Clinic). On the right, search criteria are listed: Search by Zip Code (61822), Radius Within (50 Miles), and Provider Address (2503 Robeson Park Drive). A map of Champaign, Illinois, shows several location pins. Below the map is a disclaimer. A table lists the search results with columns for Provider Name, Specialties, Location Name + Address, Telephone Information, Distance, and Accepting New Patients. At the bottom, a grey bar contains options for 'View Page 1', 'Go', 'Page Count 1', 'Email', 'SaveToXLS', and 'Rows per page'.

Provider Name	Specialties	Location Name + Address	Telephone Information	Distance	Accepting New Patients
	BHC Outpatient:No Subspecialty			2.2 Miles	--
	BHC Outpatient:No Subspecialty			3.5 Miles	--
	BHC Home and Community Based Services:Children's Services; BHC Outpatient:No Subspecialty			36.2 Miles	--
	BHC Outpatient:No Subspecialty			44.1 Miles	--
	BHC Home and Community Based Services:Children's Services; BHC Outpatient:No Subspecialty; BHC Adaptive Behavior Support:No Subspecialty			45.6 Miles	--
	BHC Home and Community Based Services:Children's Services; BHC			46.6 Miles	--

- 1. Matched Results:** This shows your number of matched results. You also have the option to Modify Search, Start Over, or Hide Map.
- 2. Map:** The map is more precise when you zoom in and may show location pins inaccurately when zoomed out to show a wider search radius. Hovering over a pin on the map shows you the Provider Name, Specialty, and Address. To find more information about the provider, scroll down to the provider listing and click More.
 - PLEASE NOTE: The map only shows the providers included in the visible list below the map. If there are additional pages of results, those results will only show in the map when you click to view the next page of results.*
- 3. Provider Results:** This shows the provider's name, specialties, location name and address, telephone number distance, and whether accepting new patients in a short list view. Click on the caret to open the record to see additional provider details.
- 4. Additional Functions:** The grey bar at the bottom has several options. Selecting the "Email" button opens a window asking for the email address where you want the results report sent. This sends the report in a PDF. Selecting the "Save To XLS" button downloads an Excel file with the results you've selected.