



General Help — Searching for Providers

Overview

This tool allows you to search for health care providers, clinics and hospitals. You may also use this tool to:

- Locate a provider near home, work or other locations (such as a child care provider)
- Determine if a specific provider participates in a particular health plan
- Create and print a personalized directory of providers meeting characteristics you choose
- Obtain a map and driving directions to a particular provider
- Compare providers using quality and cost measures
- Learn more about a particular provider

Get Started

If you are currently a HealthPartners member, log on to your personal page. Your plan options will automatically display for you under the Medical Plan Services tab.

If you are not currently a HealthPartners member, refer to your enrollment information to identify the plan that you are currently being offered. Then, select that plan for your search by clicking 'Search for providers in our plan networks'

To begin searching, click the 'Find a doctor /dentist or Find a Clinic/Hospital link.

Search by ZIP Code

This tool will search for health care providers that are located near the ZIP Code you enter. You may enter any ZIP Code, such as a home or office, depending on where you're likely to be when leaving for your appointment. You may enter different ZIP Code information for different family members, such as a daycare location when searching for a pediatrician. We do not recommend using the ZIP Code of a post office box mailing address because the providers will be based on that location.

- **Using the ZIP Code search**
The search will include providers practicing within the selected ZIP Code.
- **Using the Distance selection**
The default distance is set at 10 miles. You can select between one and 75 miles.
The search will begin from the population center of the selected ZIP Code.
- **Using the State and City search**
If you are unsure of the ZIP Code, another option to try would be using the state and city dropdown. The search will include all providers within the state and city chosen.
- **You can change your selection at any time**
If you want to expand your distance, change your ZIP Code, or decide to use state and city instead of ZIP Code, you can return to the selection page at any time and make your changes by clicking the 'change search location' link on each criteria page.

Additional Search Criteria Available

To narrow your search, you may specify other provider characteristics that are important to you. Descriptions of each are listed below. The choices you are given will depend upon the type of provider and the health plan you have selected. For instance, if you were searching for a clinic, you would not be given an option to choose gender or other languages spoken. Likewise, if you are searching within a health plan is not tiered, the benefit level or copay level dropdown will not be an option.

Provider Search Criteria:

Last Name – If you know the last name of the provider you are looking for, you can type it in this field. You can also type just the first couple of letters if you are unsure of the correct spelling. For example, typing in 'John' will give you results for John, Johns, Johnsen, Johnson, Johnston, etc.

Gender – Defaulted to 'Either' to give you the biggest result. You can change this to 'Male' or 'Female'.

Specialty – Specialties listed here are practicing specialties of the providers. Use this list when looking for a 'provider who practices _____'. If you are not finding who you are looking for using a certain specialty, try a similar specialty. For example, you did not find your provider when using 'Allergy', try 'Allergy and Immunology', or the 'All primary care' or 'All specialty care' category.

Benefit Level/Copay Level – Only tiered network plans will display this information. If your plan has tiered benefits, you can use this option to limit your search to a specific benefit or copay level. If you are searching for a specialist, please note that not all specialties are tiered.

Language – Use this list when searching for a provider that speaks a language other than English. This contains a comprehensive list of all the languages spoken by the providers in the health plan you selected. Please note that if only one physician in the network speaks a particular language, that language will be listed, but may not be located within the ZIP Code or state and city you selected.

Accepting New Patients – Check this box to display only providers currently accepting new patients. Leaving the box unchecked will display all providers regardless of their new patients status.

Hospital Affiliations – This field will help you find a provider with admitting privileges at a specific hospital. This can be used on its own, or in combination with Last Name, Gender or Language. Hospital affiliations are not tied to a specific specialty.

Search HealthPartners Clinics – HealthPartners owns and operates medical clinics dental clinics and hospitals. If you want to narrow your search to include only those providers, check this box.

Mental Health Services – If you are looking for a Behavioral Health provider, this list will help you narrow your search to providers that offer specific types of care or services.

Search by Care Network – Not all plans will display this information because they allow physicians to refer patients to other providers that are part of the network. If your plan either requires your physician to refer patients to other providers in your physician’s group, or if you prefer to stay within a specific medical group for your care, you may select your physician’s group here.

Clinic Search Criteria:

Clinic Name – If you know the name of the clinic you are looking for, you can type it in this field. You can also type just the first couple of letters if you are unsure of the correct spelling. This field is available if you selected a ZIP Code or state and City in IA, MN, ND, NE, SD, or WI.

Specialty – Use this list when looking for a clinic that offers a specific type of care. If you are not finding what you are looking for using a certain specialty, try a similar specialty. For example, you did not find your clinic when using ‘Surgery’, try ‘Cardiovascular Surgery’, etc.

Benefit Level/Copay Level – Only tiered network plans will display this information. If your plan has tiered benefits, you can use this option to limit your search to a specific benefit or copay level. If you are searching for a specialty clinic, please note that not all specialty clinics are tiered.

Clinic Services – Use this area when you want to find a clinic that offers one or more specific types of services important to you. For example, you may want to find a primary care clinic that offers OB/GYN and pediatric services and is open after-hours.

Mental Health Services – If you are looking for a Behavioral Health clinic, this list will help you narrow your search to clinics that offer specific types of care or services.

Search for a Primary Care Clinic – Not all plans will display this information because they do not require you to select a primary care clinic upon enrollment. This option is an easy way to select a primary care clinic for enrollment, or to narrow your search to only primary care clinics.

Search by Care Network – Not all plans will display this information because they allow physicians to refer patients to other providers that are part of the network. If your plan either requires your physician to refer patients to other providers in your physician’s group, or if you prefer to stay within a specific medical group for your care, you may select your physician’s group here.

Hospital Search Criteria:

Hospital Name – If you know the name of the hospital or surgery center you are looking for, you can type it in this field. You can also type just the first couple of letters if you are unsure of the correct spelling.

Hospital Type – There are three types of facilities. The default is set to search all three, but you can specify to search only hospitals, surgery centers or mental health treatment centers.

Benefit Level – Only tiered network plans will display this information. If your plan has tiered benefits, you can use this option to limit your search to a specific benefit level. This option is available when choosing a hospital, but not a surgery center or mental health treatment center.

Search by Care Network – Not all plans will display this information because they allow physicians to refer patients to other providers that are part of the network. If your plan either requires your physician to refer patients to other providers in your physician’s group, or if you prefer to stay within a specific medical group for your care, you may select your physician’s group here.

Best Choice Search Criteria:

The Best Choice area lists specific services provided by a clinic, hospital, primary doctors or specialists and are based on quality and/or cost measures. For example, the facilities selected for the Best Choice colonoscopy network provide colonoscopy services at the highest quality standards while at the lowest cost. This information is available if you selected a MN ZIP Code or state and city.

Result Pages:

After selecting your criteria and clicking 'Search', you will get a result page of all the providers in that plan that meet your criteria. The categories you have selected will appear at the top of the result page for your review. Each page will display a maximum of 25 results with multiple pages listed, if needed. The results first display alphabetical by Name, but you can sort them by clicking on the underlined column headers.

Overall Quality and Cost – Many people assume that all doctors and clinics are alike. In fact, not all care is the same. Providers can vary greatly on both quality of care and total cost of care. We want you to have as much information as possible when selecting a provider for your care. Clicking 'Learn more' will supply you with more detailed information.

Personalized directory information

When you've found health care providers that fit your needs, you can print a personalized directory of the information on your screen by clicking on the "Create a directory" button at the bottom of the page. This will automatically generate an Adobe Acrobat file (*.pdf), which is printable from any computer. To view your formatted search results, you must have the free Adobe Acrobat Reader® installed on your PC.

Detail pages

You can learn more about a particular provider by clicking their link on the result page. Information you will find on the detail page varies depending on the type of provider.

Doctor/Dentist – Credentialed and practicing specialties, gender, languages spoken, education, residency, fellowships, board certifications, clinic locations

Clinic Locations – Phone numbers for general information and appointments, MapQuest turn-by-turn driving directions, quality/cost rating, Best Choice categories, medical group information, hours, hospital affiliations, clinic services, clinic description, specialties available (and benefit level if applicable), and providers by specialty at the clinic

Hospital – Phone numbers, web site link, benefit level if applicable, MapQuest turn-by-turn driving directions, quality/cost rating, Best Choice categories, description, and clinic affiliations

Troubleshooting

If you have problems using this web site:

This site is best viewed in Microsoft Internet Explorer. Make sure you are running the latest version of Microsoft Internet Explorer.

- If you are not running the latest version of your World Wide Web browser, this may cause unexpected display or functionality problems. Click "Get Microsoft Internet Explorer" below to download the latest version of Internet Explorer. <http://www.microsoft.com/windows/ie/default.htm>

Check your screen size and resolution.

This site is best viewed at resolutions of 800 x 600 or higher. To access your screen resolution on a PC:

- Click **Start**
- From the **Start** menu, choose **Settings**, then click **Control Panel**
- Double-click **Display**
- Click the **Settings** tab
- Adjust the **Desktop Area** slider to the desired resolution

Clear your browser's cache. To clear your browser's cache in Microsoft Internet Explorer you need to:

- Launch your browser, Select **Tools**, choose **Internet Options**
- Click **Delete Files**, then click **OK**
- **Make sure you're always seeing the latest version of this web site.** The pages on this site are updated frequently. To ensure you're always seeing the latest version of the pages you need to:
- From Microsoft Internet Explorer's **Tools** menu, choose **Internet Options**
- Click **Settings**, select **Every visit to the page**, click **OK**, then click **OK**

Troubleshooting

If you have problems using this web site:

- **This site is best viewed in Microsoft Internet Explorer. Make sure you are running the latest version of Microsoft Internet Explorer.** At a minimum, we recommend Microsoft Internet Explorer 5.5. If you are not running the latest version of your World Wide Web browser, this may cause unexpected display or functionality problems.

Click “Get Microsoft Internet Explorer” below to download the latest version of Internet Explorer.
<http://www.microsoft.com/windows/ie/default.htm>

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- **Make sure you have the Adobe Acrobat Reader.** To view some of the documents on this web site you will need to download and install Adobe Acrobat Reader. To download the latest version, click “Get Acrobat Reader” below.
<http://www.adobe.com/products/acrobat/readstep.html>
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**Practitioner Information Validation
(Credentialed Practitioners Types)**

Item	Description	Source	Frequency of Validation	Limitations
Practitioner Name		Credentialing application	At initial credentialing	
Gender		Credentialing application	Self-reported -not validated	Not all practitioners provide this information
Specialty	The specialty or sub-specialty area in which the practitioner provides care	Credentialing application, clinic change forms, training programs, specialty boards	At initial credentialing, recredentialing, or other times when a change in specialty is requested	
Hospital Affiliations	The hospital(s) where practitioner has admitting privileges	Credentialing application	Self-reported -not validated	When practitioners change sites, their hospital affiliations may not be updated
Medical Group Affiliations	The medical group(s) the practitioner is employed by or otherwise associated with.	Credentialing application, clinic change forms	At initial credentialing, recredentialing and at other times when we are notified a practitioner has changed medical group affiliations	We are not always notified when a practitioner changes medical group affiliations
Acceptance of New Patients	Indicates if the practitioner is accepting new patients in his/her practice	Clinic	Self-reported -not validated	We may not be notified when this changes
Languages Spoken by the Practitioner or Clinical Staff	The languages (besides English) the practitioner speaks with sufficient fluency to treat patients who speak only that language	Credentialing application	Self-reported -not validated	Not all practitioners provide this information
Office Locations	The location of all offices the practitioner works at	Credentialing application, clinic change forms	At initial credentialing, recredentialing and at other times when we are notified a practitioner has changed office affiliations	We may not be notified when a practitioner changes office locations

Hospital Information Validation

Item	Description	Source	Frequency of Validation	Limitations
Hospital Name	Marketing name of the hospital	Contract upon initial association with HealthPartners. Changes after initial contracting are submitted by the hospital via written notification.	At initial contracting and at other times when we are notified a hospital's name changes.	
Address	Street address of the hospital	Contract upon initial association with HealthPartners. Changes after initial contracting are submitted by the hospital via written notification.	At initial contracting and at other times when we are notified a hospital's address is changing.	
Accreditation	Accreditation is a voluntary process through which a hospital is able to measure the quality of its services against nationally recognized standards. The goal of accreditation is to ensure that a hospital meets standards that suggest they are delivering quality care. Numerous accrediting agencies exist in the healthcare sector. For hospitals, the Joint Commission of Healthcare Organizations (Joint Commission) is the most common agency.	Upon initial association with HealthPartners, Contracting staff requests information regarding the current status of the hospital's accreditation. A copy of the most recent accreditation survey is obtained from the Joint Commission web site. Quality Improvement staff at the health plan review the survey report and determine if additional follow-up is indicated.	Every three years, HealthPartners confirms the hospital continues to be in good standing with the accrediting body. If issues are identified that raise a significant concern regarding the hospital's ability to render quality health services to enrollees, the issues are reviewed by HealthPartners Quality Improvement staff and action is taken, as appropriate.	