



Provider Search Tools

Field Sales Agent User Guide



Introduction

UnitedHealthcare search tools enable you to help consumers and members find plan-related information, including medical providers and facilities, for UnitedHealthcare Medicare Advantage plans.

This user guide walks you through the Find a Doctor tool, including how to search for medical providers and facilities, apply search filters, review provider details and identify in-network options to support consumer care and plan selection. This guide also covers additional search tools to support provider lookups and location searches such as locating a pharmacy and UnitedHealthcare Hearing care providers.

Access	1
All Providers	2
Provider Details	5
Medical (search by specialty)	7
Behavioral Health	8
Dental	8
Vision	9
UnitedHealthcare Medicare National Network Search	11
Additional search tools beyond Find a Doctor:	
UnitedHealthcare Hearing Care Providers	14
Find a Pharmacy	17
Provider Search Troubleshooting	19





Access Find a Doctor Tool

1. Log in to Jarvis.
2. Locate the **Quick Access** panel on the right side of the screen.
3. Select **Find a Doctor**.



All Providers

Search by Provider or Facility Name:

The All providers directory displays when the search tool opens. This directory tab includes Medical, Behavioral Health, Dental and Vision providers.

To search by provider, facility name or phone number:

1. Enter the **ZIP code**. This is a required field. County will automatically populate based on ZIP code entry. For ZIP codes that cover multiple counties, you will need to select a county.
2. Enter at least **three characters** in the provider or facility name field.
3. Select the **search icon** to view matching results.
4. Select a suggested result from the drop-down list or select **See all providers** to view the full list of results.

The screenshot shows the 'Add doctors and dentists' search tool interface. It has a progress bar with two steps: '1 Select provider' and '2 Select location'. Below the progress bar, there are tabs for 'All providers', 'Medical', 'Behavioral health', 'Dental', and 'Vision'. The 'All providers' tab is selected. Below the tabs, there is a text input field for 'Enter your provider's name or select a category to browse by provider type.' and a search icon. Below the text input field, there are three required fields: 'ZIP Code *' (with value 30126), 'County *' (with value Northumberland County), and 'Doctor, dentist, or facility name *' (with value Optum). Below the 'Doctor, dentist, or facility name *' field, there is a dropdown menu showing 'Categories' (Ophthalmologist), 'Providers, facilities and medical groups' (Doe, John, DDS; Doe, Jennifer, DMD; Fairfax Optometry), and a search icon. A yellow arrow points to the search icon.





All Providers, continued

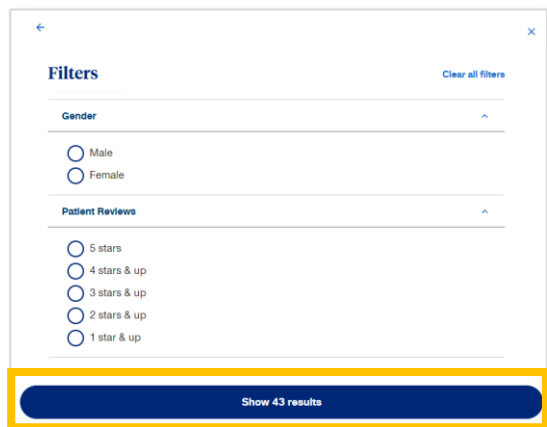
Refine Provider Search Results:

To refine search results:

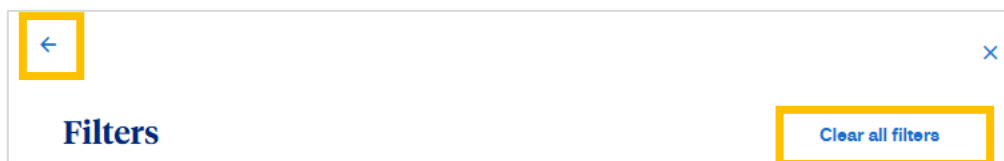
1. From the search results list, select **All Filters** or use the quick filter options to filter by **distance, provider gender or patient reviews**.



2. Apply the **filters you want**, including distance, area of expertise, language, hospital affiliation and more.
3. Select **Show Results**.



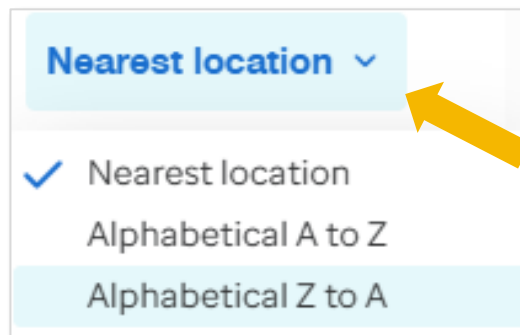
To remove filters, select **Clear All Filters**. You can return to the search results by selecting the back arrow at the top of the tool.



Sort Provider Search Results:

Results are sorted by nearest location by default. To update how search results are sorted:

1. View provider search results.
2. Locate the **Sort By** dropdown arrow.
3. Select the **dropdown arrow**.
4. Select a sorting option:
 - Nearest location
 - Alphabetical order





All Providers, continued

Search by Category

Searches can be completed by category. This option is useful if you do not know the spelling of a provider's name or if you want to find providers within a specific category in a selected location. Available categories include Primary care, Specialty care, Clinics, Hospitals, Specialty centers, Labs imaging and screenings, Behavioral health, Dental and Vision.

To search by category:

1. From the All providers tab, enter the **ZIP code**. This is a required field. County will automatically populate based on ZIP code entry. For ZIP codes that cover multiple counties, you will need to select a county.

Select provider

All providers Medical Behavioral health Dental Vision

Enter a search term (provider's name, specialty, or phone number) or select a category to browse by provider type.

* Required

ZIP code 01085 County Hampden County Doctor, dentist, or facility na...

2. Locate the **category** you'd like to search.
3. Select the **arrow** next to the category name to expand available search options.

Medical

Primary care

Family practice or family medicine Obstetrics & gynecology Physician assistant

Primary care providers

4. Review the options within the category.
5. Select a **subcategory** to view results and additional provider details.

Medical

Primary care

Family practice or family medicine Obstetrics & gynecology Physician assistant

Primary care providers

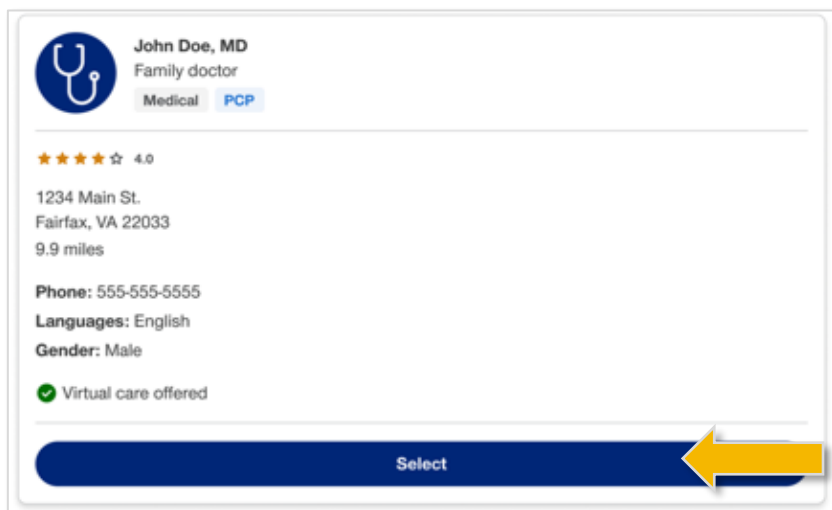




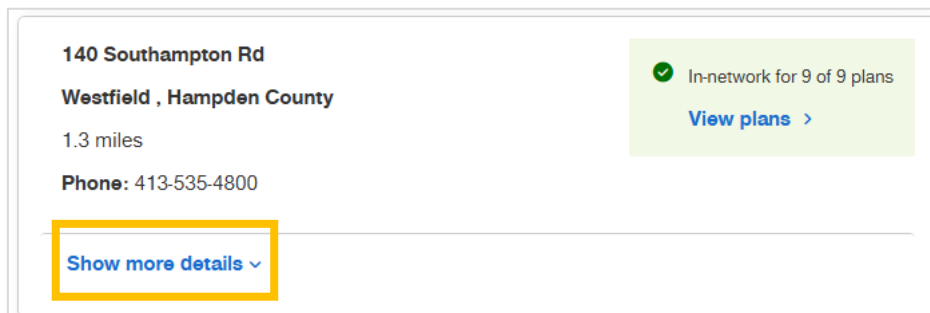
Provider Details

To view provider details:

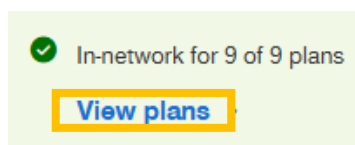
1. Locate a provider from your search results.
2. Click **Select** to view available locations and additional provider details.



3. From the list of available locations, select **Show More Details** to view additional information about the provider location, including office hours, specialties and accessibility information.



4. To determine whether a provider is in-network for a specific plan and additional provider details, including network affiliations, staff model (if applicable) and whether the provider is accepting new patients, select **View Plans** next to the desired location. Keep in mind that a provider may practice at multiple locations, and not all locations may be included in a plan's network.





Provider Details, continued

Provider details include:

- Network status (in-network or out-of-network) for each provider and location. In-network is annotated with a green checkmark. Out-of-network is annotated with a red X.

✓ In-network ✗ Out-of-network

- Specialties
- Medical Group affiliations
- Area of expertise
- PCP ID number
- Network affiliations and available attributes for the provider location, if applicable
- Provider status
 - Accepting new patients – Accepting both new and existing patients/members.
 - Existing patients only – Only accepting patients who already have an established relationship with that provider
 - Not accepting patients – Not accepting any patients, new or existing

Currently viewing

AARP Medicare Advantage Essentials ValueRx NV-5 (HMO-POS)

- ✓ In-network
- ✓ Accepting new patients

Specialties

Family Practice

Hospital affiliations

Valley Hospital Medical Center
Summerlin Hospital Medical Ctr

Areas of expertise

Family Practice

Network affiliation ⓘ

INTERMOUNTAIN HEALTHCARE >

PCP

PCP ID: 00010024556

✓ Accepting new patients

OPTUMCARE NEVADA >

PCP

PCP ID: 00010011576

✓ Accepting new patients

Note: If the provider status indicates Not accepting patients, you will receive an alert to select another provider/location

⚠ Based on our records, this provider at this location is not accepting any patients – new or existing. Selecting this location will likely result in a different PCP automatically assigned to your membership without your input. Please consider choosing a different location.

1234 Main St
Henderson, NV 89014
0.8 miles

Phone: 555-555-5555
PCP ID: 00010135798

✗ Not accepting patients

✓ Accepts Medicaid

Confidential and proprietary to UnitedHealth Group. For Agent use only. Not intended for use as marketing materials for the general public. Do not distribute, reproduce, edit, or delete any portion without express permission of UnitedHealth Group.
09302026 v2

6



Medical

The tabs at the top of the search tool provide an alternative way to search for Medical providers, such as specialists.

To search for Medical providers using this method:

1. Select the **Medical** tab at the top of the search tool.
2. Select the arrow next to the provider type to expand options. For example, select Specialty care to search based on provider specialty.

The screenshot shows the 'Select provider' interface. At the top, there are five tabs: 'All providers', 'Medical' (highlighted with a yellow box), 'Behavioral health', 'Dental', and 'Vision'. Below the tabs, there is a search bar with the placeholder text 'Enter a search term (provider's name, specialty, or phone number) or select a category to browse by provider type.' Below the search bar, there are three input fields: 'ZIP code' (with the value '01085'), 'County' (with the value 'Hampden County'), and 'Doctor, dentist, or facility na...'. Below these fields, there is a dropdown menu for 'Primary care' and another dropdown menu for 'Specialty care' (highlighted with a yellow arrow). The 'Specialty care' dropdown is expanded, showing a list of provider types: 'Acupuncture', 'Allergist & immunologist', 'Alzheimer dementia', 'Audiologist', 'Cardiac surgeon', and 'Cardiologist'.

3. Select the desired **Medical provider type**.

The screenshot shows the 'Specialty care' dropdown menu expanded. The list of provider types is visible: 'Acupuncture', 'Allergist & immunologist', 'Alzheimer dementia', 'Audiologist', 'Cardiac surgeon', and 'Cardiologist'. The 'Cardiologist' option is highlighted with a yellow box.

4. Once you've located a provider, click **Select** to view available locations and additional provider details.

The screenshot shows a blue button with the text 'Select' in white.

Search results can be further refined, and additional provider details can be viewed using the steps outlined in the [All Providers](#) section of this guide.

Note: For all directory searches, you can also enter a provider or facility name in the Provider/Facility Name field and select search.





Behavioral Health

The tabs at the top of the search tool provide an alternative way to search for behavioral health providers.

To search for behavioral health providers using this method:

1. Select the **Behavioral Health** tab at the top of the search tool.
2. Enter the consumer's **ZIP code**.
3. Select **Care providers** or **Facilities** to expand options.
4. Select the desired **behavioral health provider type**.

Search results can be further refined, and additional provider details can be viewed using the steps outlined in the [All Providers](#) section of this guide.

Add doctors and dentists

1 — 2
Select provider Select location

Select provider

All providers Medical **Behavioral Health** Dental Vision

* Required

ZIP code * 55401 County * Hennepin County Doctor, dentist, or facility name *

Care providers Facilities

Behavioral Health Clinic Behavioral Health Facilities Psychiatric Hospital Psychiatry Hospital Psychiatry Rural Health Clinic Substance Use Disorders

Dental

The tabs at the top of the search tool provide an alternative way to search for dental providers.

To search for dental providers using this method:

1. Select the **Dental** tab at the top of the search tool.
2. Enter the consumer's **ZIP code**.
3. Select the desired **dental provider type**.

Search results can be further refined, and additional provider details can be viewed using the steps outlined in the [All Providers](#) section of this guide.

Add providers

1 — 2
Select provider Select location

Select provider

All providers Medical Behavioral health **Dental** Vision

Enter a search term (provider's name, specialty, or phone number) or select a category to browse by provider type.

* Required

ZIP code County * Select County Doctor, dentist, or facility name...

Dentists and dental services

Dental hygiene Dental specialists Dentures Endodontist General dentist Oral surgeon Periodontist Prosthodontist





Vision

The tabs at the top of the search tool offer additional search options for locating vision providers.

To search for vision providers using this method:

1. Select the **Vision** tab at the top of the search tool.
2. Enter the consumer's **ZIP code**.
3. Select between **Vision Care** and **Vision Care Stores**.

Add doctors and dentists

1 — 2
Select provider Select location

Select provider

All providers Medical Behavioral Health Dental **Vision**

Enter your provider's name

* Required

ZIP code * 01085 County * Hampden County Doctor, dentist, or facility name *

Vision Providers and Services

Vision Care Vision Care Stores

Looking for online providers?
Online vision providers offer you the ability to shop for eyeglasses, subglasses and contacts from the convenience of your home. See which online vision providers are available to you.

[View online vision providers](#)

Search results can be further refined, and additional provider details can be viewed using the steps outlined in the [All Providers](#) section of this guide.



Vision, continued

View Online Vision Providers

Online vision providers can be accessed through the Vision tab.

1. Select the **Vision** tab at the top of the search tool.
2. Select **View online vision providers**.

Add doctors and dentists

1 — 2
Select provider Select location

Select provider

All providers Medical Behavioral Health Dental **Vision**

Enter your provider's name

* Required

ZIP code * 01085 County * Hampden County Doctor, dentist, or facility name *

Vision Providers and Services

Vision Care Vision Care Stores

Looking for online providers?
Online vision providers offer you the ability to shop for eyeglasses, subglasses and contacts from the convenience of your home. See which online vision providers are available to you.

[View online vision providers](#)

3. Review the list of available online providers offering optician services.
4. Select **visit link** to proceed to the provider's website for additional information about products and services.

Online vision providers

These online providers offer Optician services. Review and visit their website for more information on products and services.

1800contacts.com
optician
[visit link](#)

BEFITTING.COM
optician
[visit link](#)



UnitedHealthcare Medicare National Network Search

Medicare National Network is offered on many, but not all, UnitedHealthcare Medicare Advantage plans. Members who select a UnitedHealthcare Medicare Advantage plan that offers the UnitedHealthcare Medicare National Network will have access to a large provider network. Eligible members enjoy access to network care providers at the same in-network costs when visiting any participating provider in the National Network.

To verify whether a provider is in-network for a plan with National Network, use the Find a Plan tool on the Jarvis homepage. Follow the steps below to search for and validate provider network participation.

1. Access the **Find a Plan** tool from the Jarvis homepage.
2. Enter the **ZIP code** for the consumer's primary service area.

3. Select a plan that includes UnitedHealthcare Medicare National Network.

Note: To verify the plan selected offers National Network, review the UnitedHealthcare Medicare Advantage Plan Availability Flyer in *Jarvis > Learning Lab > Content Library > UnitedHealthcare National Network and UnitedHealth Passport course*.

4. Search for the provider in the consumer's primary service area by selecting **Add doctors**.

5. Once the provider is located, click **Select**.





UnitedHealthcare Medicare National Network Search, continued

6. If multiple locations are displayed, select the checkbox next to the location the consumer plans to visit. Click **Save**.

Select provider Select location

Select location

Endocrinology, Diabetes & Metabolism
Doctor

★★★★★ 5
Languages: English
Gender: Female
License #: 64299
National provider ID (NPI): 1659753499

* Required
Location *
Select location(s) you visit now or plan to visit. 3 available locations

☒ 800 Connecticut Blvd
East Hartford, CT 06108
1.4 miles
Phone:

This location is in-network for UHC Medicare Advantage CT-0001 (HMO-POS)
[In-network for 8 other plans >](#)

[Show more details v](#)

Back Save

7. Select **Add Providers**.

Add providers

8. Enter the **ZIP code** for the consumer's secondary service area.

ZIP code 08401 ×

Secondary ZIP code

9. Complete the search for the provider in the secondary service area.
10. Once the provider is located, click **Select**.



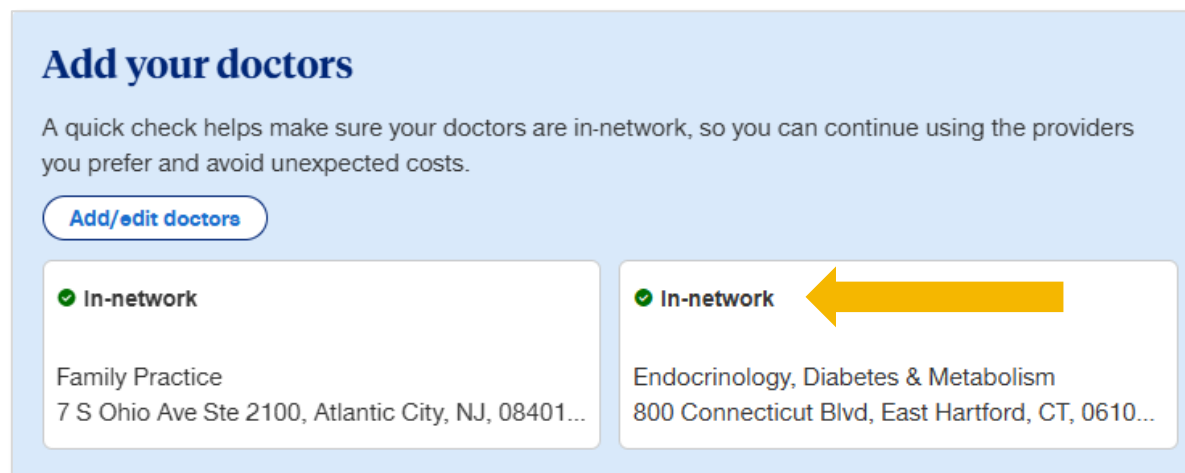


UnitedHealthcare Medicare National Network Search, continued

11. If multiple locations are displayed, select the checkbox next to the location the consumer plans to visit. Click **Save**.
12. Click **Return to plan detail**.



13. When you are returned to the plan details page, review the providers section to confirm whether the provider is listed as in-network or out-of-network for the selected National Network plan.



Tip: Verify the provider's network status in both the primary and secondary service areas to help ensure coverage where the consumer will receive services.

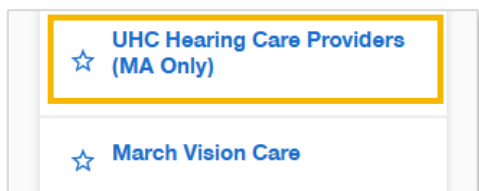


UnitedHealthcare Hearing Care Providers

Hearing coverage on many UnitedHealthcare Medicare Advantage plans offers expanded hearing aid options, as well as access to one of the largest networks with more than 6,500 providers. To use the member's hearing allowance pricing, care must be coordinated through UnitedHealthcare Hearing, and services must be provided by a UnitedHealthcare Hearing Provider.

To Locate UnitedHealthcare Hearing Providers:

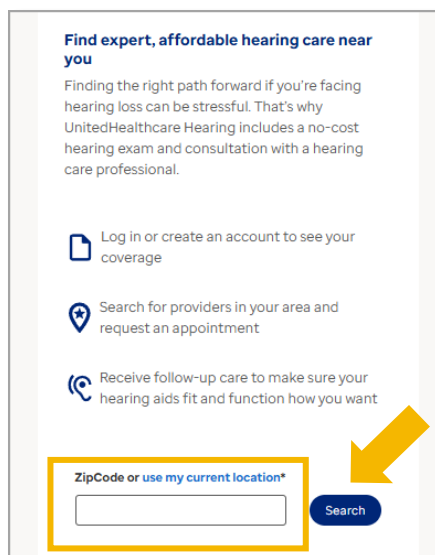
1. In Jarvis, locate the **Quick Access** panel on the right side of the screen.
2. Select **UHC Hearing Care Providers**.



3. This link opens the UnitedHealthcare Hearing website. From the blue navigation bar at the top of the page, select **Find a Provider**.



4. Enter the **ZIP code** you wish to search.
5. Click **Search**.





UnitedHealthcare Hearing Providers, continued

Search results are displayed in both list and map views. To narrow your results, select **Filters** at the top of the page.

Understand your options ▾ Find a provider Explore hearing aids ▾ Resources ▾ Need Help? Call 1-855-523-9355, TTY 711

ZipCode or use my current location*
01085 Search Filters

Results (6)

Hear Again Center
700 HOPMEADOW ST.
SIMSBURY, CT 06070-2200
18.2 miles Premium Care
Request an appointment

Map view showing locations near Westover Metropolitan Airport.

Use filters to adjust service type, brand, distance and consumer-preferred provider options, such as language and gender. After making your selections, click **Show Results**.

Choose the right hearing care options below
You receive a no-cost hearing exam and consultation, as well as ongoing support through follow-up appointments, trial periods, warranties, and loss and damage coverage.

Highest Value
Relate, UnitedHealthcare Hearing's private label brand, offers a range of options and an ideal combination of technology, quality, and price.

Latest Technology
Brand name hearing aids of the latest and greatest technology and advancements from today's leading hearing aid manufacturers.

Filter by brand: Select

Filter by brand: Select

Location filters

Service type

☒ In Office = I will go to an in-network provider's office to receive hearing aid services

☐ Mobile (In Home) = An in-network provider will come to my home to provide hearing aid services

☐ Mobile (In Facility) = An in-network provider will come to the medical facility where I currently reside to provide hearing aid services

Distance

☐ 10 miles

☒ 20 miles

☐ 30 miles

☐ 40 miles

License Type

☐ Audiologist

☐ AuD

☐ D (Dispenser)

Provider filters

Languages
Select

Gender

☐ Female

☐ Male

Services

☐ Pediatrics

☐ Virtual Care

Show recommended providers

☒ Show All

☐ Show Recommended Only

Show results Clear filters





UnitedHealthcare Hearing Providers, continued

To view more details about the hearing provider, select the **provider name**.

**Baystate Hearing Aids**
94 N ELM ST.,
SUITE 310,
WESTFIELD, MA 01085-1647
0.7 miles

Request an appointment

Use the tabs at the top of the page to access additional information:

- **About** – View brands and languages, and whether the provider is accepting new patients
- **Hours** – View the provider's hours of operation
- **Providers** – View all providers at the selected location

**Baystate Hearing Aids**
94 N ELM ST.,
SUITE 310,
WESTFIELD, MA 01085-1647
0.7 miles

Request an appointment

About Hours Providers

 **Accepting new patients** Yes
 Office

 **Services**
n/a

 **Languages**
English

 **Provider types**
Hearing Aid
Dispenser

National provider identifier
NP1# 1134342108

 **Brands**
 Phonak  Resound  Unitron
 Signia  Relate

 **Contact information**
 (413) 734-2886
 jimboc2@aol.com

**Baystate Hearing Aids**
94 N ELM ST.,
SUITE 310,
WESTFIELD, MA 01085-1647
0.7 miles

Request an appointment

About Hours Providers

 **Practice hours of operation**
Monday: 9:00 AM to 5:00 PM
Tuesday: 9:00 AM to 5:00 PM
Wednesday: 9:00 AM to 5:00 PM
Thursday: 9:00 AM to 5:00 PM
Friday: 9:00 AM to 5:00 PM
Saturday: 9:00 AM to 5:30 PM
Sunday: Closed

 **ADA compliant**

 **Accessible by public transit** U

**Baystate Hearing Aids**
94 N ELM ST.,
SUITE 310,
WESTFIELD, MA 01085-1647
0.7 miles

Request an appointment

About Hours Providers

 **Providers at this location**
James Caldarola  Office
Jeffrey Halls  Office



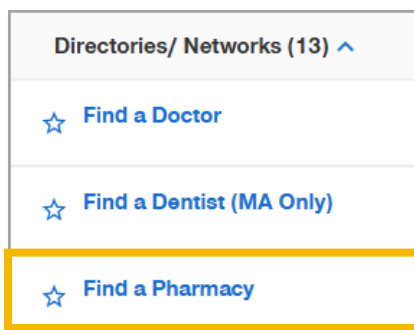


Find a Pharmacy

Helping consumers with their Medicare needs builds long-lasting relationships. Jarvis makes it easy to quickly locate a pharmacy for your consumers or members. Guiding consumers and members to an in-network pharmacy can help reduce delays in obtaining prescriptions, improve medication adherence and enhance the overall member experience.

To locate a pharmacy:

1. Navigate to Jarvis > Quick Access > Directories > **Find a Pharmacy**.
2. Select **Find a Pharmacy** to open the Pharmacy Search tool.



3. Enter the consumer's **ZIP code**. The county will populate automatically. For ZIP codes that cover multiple counties, you will need to select a county.
 - (Optional) Enter a **pharmacy name** to search for a specific pharmacy and/or update the **distance** field to expand or narrow the search area
4. Select the appropriate **plan**.
5. Click **Search**.

Pharmacy search

Use the online directory to locate a pharmacy and map its location.

All fields marked with an * are required.

ZIP code *

County *
Select County

within Distance
10 Miles

Pharmacy name (optional)

Select a plan *
Select a plan

Search





Find a Pharmacy, continued

6. Review the list of pharmacies that accept the selected plan.

- Each result displays the pharmacy's location and available services
- To view a pharmacy's location on a map, select **Show on Map**

[Map view](#)

AARP Medicare Advantage from UHC MA-0003 (HMO-POS)

58 Matching Pharmacies Found in Your Area

Standard network pharmacy

[Filter Result](#) ▼

1 CVS PHARMACY #01234 01234 Distance: 0.49 miles 208 ELM ST WESTFIELD MA,01085 4135684149 TTY: 711 Select	Services ✓ Standard network pharmacy ✓ E-prescribing ✓ Retail pharmacy (100 Day)	Show on map
---	--	------------------------------------

Note: To narrow the results, select **Filter Results** and choose a pharmacy type and/or services.

58 Matching Pharmacies Found in Your Area

Standard network pharmacy

[Filter Result](#) ▼

Pharmacy type

- ☐ Home infusion
- ☐ Indian/Tribal/Urban
- ☐ Long-term care

7. Click **Select** for the pharmacy the consumer wants to use.

4 ARROW PRESCRIPTION CENTER 31 Distance: 0.85 miles 427 N ELM ST WESTFIELD MA,01085 4135688911 TTY: 711 Select	Services ✓ Standard network pharmacy ✓ E-prescribing ✓ Retail pharmacy (100 Day)	Show on map
--	--	------------------------------------

8. Click **Save and price my drugs** to begin building the member's drug list.

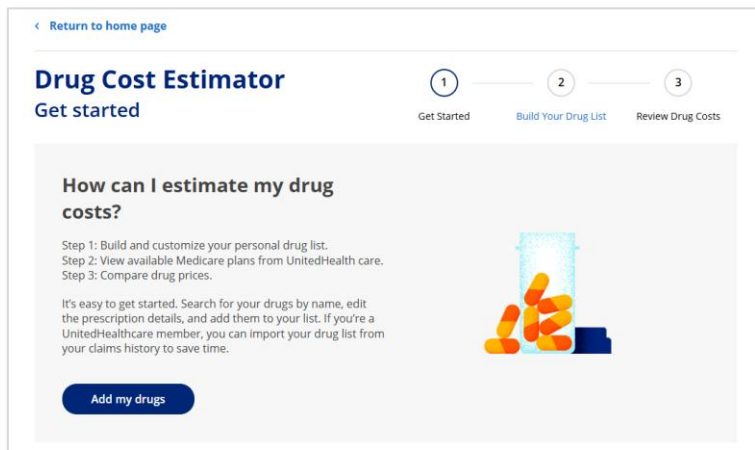
4 ARROW PRESCRIPTION CENTER 31 Distance: 0.85 miles 427 N ELM ST WESTFIELD MA,01085 4135688911 TTY: 711 ✓ Save and price my drugs	Services ✓ Standard network pharmacy ✓ E-prescribing ✓ Retail pharmacy (100 Day)	Show on map
--	--	------------------------------------





Find a Pharmacy, continued

9. The Drug Cost Estimator tool will open.



10. For detailed steps on how to build and customize a consumer's personal drug list, refer to the Drug Cost Estimator job aid located in *Jarvis > Knowledge Center > Reference Guides > Sales Tool Guides*.

Provider Search Troubleshooting

Important: If a provider cannot be located or the information appears inaccurate, do not assume the provider is out of network. Follow the steps below to verify the search criteria. If the provider still cannot be located, contact the Producer Help Desk to validate the provider's status and report any discrepancies.

- Verify the search criteria are accurate, including the ZIP code, county selection, provider name, and any applied filters. Some searches may require the provider's full name, including a middle name or middle initial.
- If you still cannot locate the provider, or the details look inaccurate, report the issue through the Producer Help Desk. Common issues may include retirements or departures, location and phone discrepancies, accepting-new-patient mismatches and missing affiliation or Tax Identification Number (TIN).

