

## Useful Information and Tips to Help you Find a Provider:

**'Provider'** is a licensed professional who provides health care to you. This can be a doctor (initials are MD or DO), or other professionals like nurse practitioners (initials ARNP, or NP) or Physicians Assistants (initials PA or PA-C). Others like physical therapists, chiropractors, mental health therapists, counselors, or social workers are sometimes called providers. You can search for any of these providers in our directory.

**'Primary Care Providers' (PCPs)** help manage and direct all your health care needs; they can be doctors, nurse practitioners, physician assistants or naturopaths. It is very important for everyone to have a single primary care provider to help them with all their overall health care needs. If you need help to find one, please call us.

## Still Having Trouble Finding a Provider?

Try to change the way you are searching:

- Under location, if you searched using a city or town, change the location to your zip code. You may also try by searching the county you are in.
- Rarely, some providers will not see new patients. We continually are checking with the providers in our network to make sure our members have adequate access to providers to meet their health care needs. If you see 'No' next to 'accepting new patients,' please call the provider's office directly to see if that information is correct and up to date, or call us and we will check for you.
- If you cannot find the provider you need, or if you call and the provider you choose will not make an apt with you for any reason, please call our customer service center: Ambetter 877-687-1197 (TTY/TDD 877-941-9238); Medicaid: 877-644-4613 (TTY/TDD 866-862-9380); Apple Health Core Connections 844-354-9876 (TTY/TDD 711)

**If you are pregnant:** You need to have a provider to care for you during your pregnancy. If you are pregnant, please call us right away: 1-877-644-4613 ext. 69732. This is a confidential line and you can leave a voicemail for a call back. We will help you get connected with the right provider for you, and get you started on the best path for the health of you and your baby.

There are different providers who take care of pregnant women: Family Doctors, OB-GYN (obstetrics and gynecology) doctors, and nurse midwives. You may search under any of these types of providers. They are listed both under 'primary care providers' and 'specialists,' so if you need to, make sure you do both searches.

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**If you need assistance finding the right provider for you, please contact us:**

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