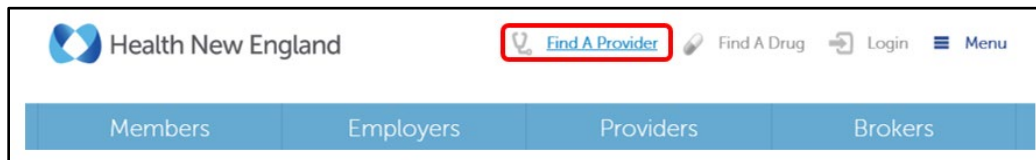


# INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

## HOW TO USE FIND A PROVIDER ON HEALTHNEWENGLAND.ORG

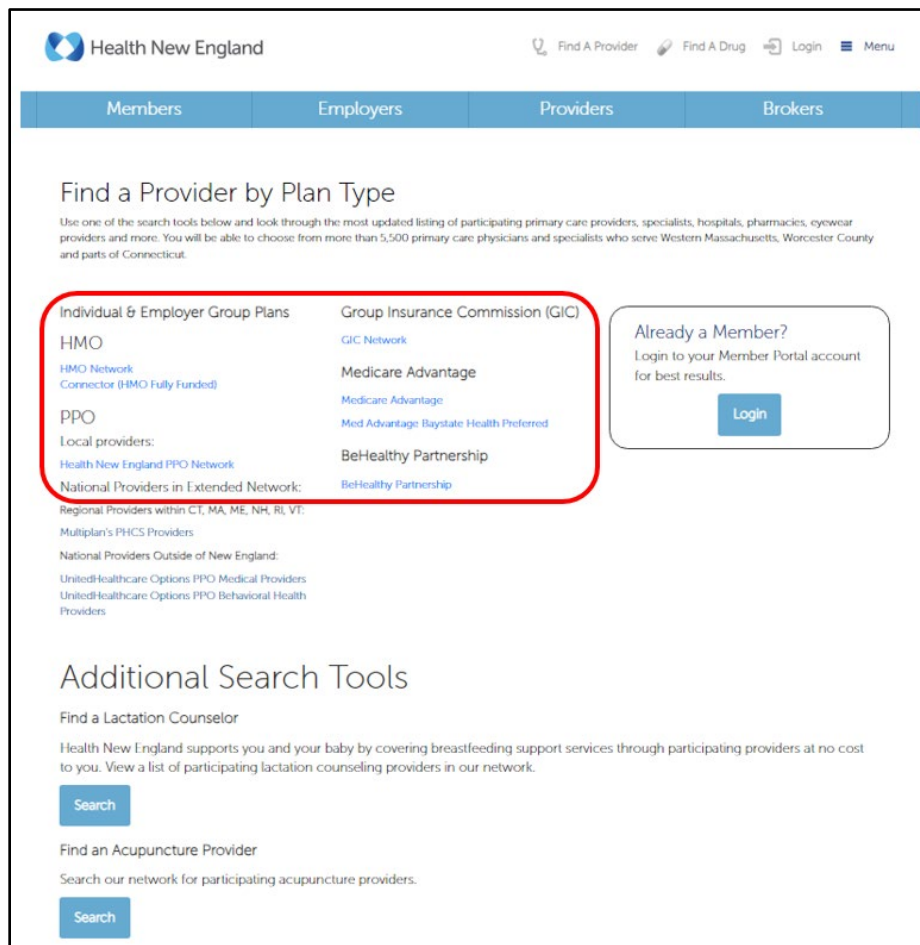
Searching for a Health New England (HNE) provider or hospital to meet your needs is easy using HNE's Find A Provider. Please follow the below noted instructions for using this site:

To enter the provider search site click on the [Find A Provider](#) link located at the top of the healthnewengland.org website.



## SELECTING A PROVIDER NETWORK

To begin your search you must select the Provider Network that you would like to search by clicking on the Plan Type. The provider plan type identifies the network associated with the plan selected by the member or employer group.



## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

The definitions of the provider networks associated with the plan selected by the member or employer group can be viewed by clicking on the [Questions about provider directory information?](#) link from the provider search screens. The Provider Plan Type definitions are also listed below for your reference.

You can find the type of plan (HMO, POS, PPO, HDHPHMO) on the right hand side of your card for Commercial HMO and Commercial PPO plans. For Medicare Advantage, Medicare Advantage Baystate Health Preferred, Medicare Supplement, Massachusetts Health Connector, and BeHealthy Partnership (Medicaid ACO), you can find the plan type displayed across the top of your card. The following plan types are available for you to search for providers.

### **HMO - HMO Network**

On Your ID Card: Look for HMO in the Benefit Plan Copays section of the ID card.

**Description:** If the plan type includes HMO in the description, and is not a GIC, Medicare Advantage, Medicare Supplement, Massachusetts Health Connector, or BeHealthy Partnership plan, you have a Commercial HMO Network plan type.

Click here to be redirected to the HMO Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearchall/HMO>

### **HMO – Connector (HMO Fully Funded)**

On Your ID Card: Look for HMO in the Benefit Plan Copays section of the ID card and the Massachusetts Health Connector logo displayed at the top of your ID card.

**Description:** The Massachusetts Health Connector plan covers people who have obtained Health New England insurance through the Massachusetts Health Connector.

Click here to be redirected to the Connector (HMO Fully Funded) provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/D1>

### **PPO – Health New England PPO Network**

On Your ID Card: Look for PPO in the Benefit Plan Copays section of the ID card.

**Description:** If the plan type includes PPO in the description, and is not a GIC, Medicare Advantage, Medicare Supplement, Massachusetts Health Connector, or BeHealthy Partnership plan, you have a Commercial PPO Network plan type.

Click here to be redirected to the PPO Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearchall/PPO>

### **Group Insurance Commission (GIC)**

On Your ID Card: Look for the GIC logo on the top of your ID Card.

**Description:** GIC stands for Group Insurance Commission. The GIC plan covers people who work for the Commonwealth of Massachusetts and certain municipalities (cities or towns). The GIC plan has a tiered provider network. That means that providers are assigned different copay levels (or tiers) based on the provider's affiliation with an Academic Medical Center (AMC). Click here to be redirected to the GIC Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DA>

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

### Medicare Advantage

On Your ID Card: Look for the words Health New England Medicare Advantage at the top of your ID card.

**Description:** Health New England's Medicare Advantage (MA) Plans cover those who are eligible for Medicare Parts A and B. Health New England MA Plans are available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts.

Click here to be redirected to the Medicare Advantage provider search:

[https://my.healthnewengland.org/PublicProviderSearch/pk\\_vid/bca724d698a9e5fa1588012552c87cae#!/publicprovidersearch/D3](https://my.healthnewengland.org/PublicProviderSearch/pk_vid/bca724d698a9e5fa1588012552c87cae#!/publicprovidersearch/D3)

### Medicare Advantage Baystate Health Preferred

On Your ID Card: Look for the words Health New England Medicare Advantage Baystate Health Preferred at the top of your ID card.

**Description:** Health New England's Medicare Advantage (MA) Baystate Health Preferred Plan covers those who are eligible for Medicare Parts A and B. Health New England MA Baystate Health Preferred Plan is available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts. The Primary Care Providers (PCPs) in the Medicare Advantage Baystate Health Preferred Plan are affiliated with Baystate Medical Practices.

Click here to be redirected to the Medicare Advantage Baystate Health Preferred Plan provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DL>

### BeHealthy Partnership

On Your ID Card: Look for the Health New England BeHealthy Partnership logo on the top of your ID card.

**Description:** Health New England's BeHealthy Partnership plan covers those who are eligible for coverage under the state MassHealth program. Health New England BeHealthy Partnership is available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts.

Click here to be redirected to the Medicare Advantage provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DB>

# INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

## PROVIDER SEARCH OPTIONS

Once you select a Plan Type you will be brought to the Health New England Simple Provider Search screen. The simple search allows you to conduct a search using only the Provider Network, Last Name or Facility Name, or Zip Code using a search radius from 5 to 25 miles. Selection criteria must be entered prior to conducting a provider search. Once the search criteria has been entered, click on the **Search** button located on the right side of the search screen. If there are too many providers that would be selected for the results no provider results will be displayed, and additional search criteria will need to be entered before results can be displayed. To change the Provider Network you can select the [CHANGE NETWORK](#) link located at the top right side of the provider search to be brought back to the Find a Provider by Plan Type screen.

Provider Network: [HMO](#) [CHANGE NETWORK](#)

Last name or facility name:

Search by Location: ☐ Zip Code ☐

Zip Code:

Within:

Additional Search Tools

Regional providers within CT, MA, ME, NH, RI, VT

You can also conduct a search using additional search criteria by clicking on the [Advanced Search](#) button located on the right-hand side of the provider search box. Selection criteria must be entered prior to conducting a provider search. Once the search criteria has been entered, click on the **Search** button located in the middle of the search screen. If there are too many providers that would be selected for the results no provider results will be displayed, and additional search criteria will need to be entered before results can be displayed. To change the Provider Network you can select the [CHANGE NETWORK](#) link located at the top right side of the provider search to be brought back to the Find a Provider by Plan Type screen.

Provider Network: [HMO](#) [CHANGE NETWORK](#)

Provider ID#:

Last name or facility name:

Practice Name:

Specialty:

Accepting New Patients: ☐

Search by Location: ☐ Zip Code ☐ City/State ☐

Zip Code:

Within:

Hospital Affiliation:

Facility Languages (other than English):

Gender: Male ☐ Female ☐

## **INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY**

The Advanced Search allows you to conduct a search using any of the following search criteria:

### **Last Name or Facility Name**

The last name of the provider, or the name of the facility. You can do a partial name search by entering only the first few letters of the provider's last name in this field. The more complete information that is entered as part of the last name or facility name search will limit the number of results that are returned.

### **Practice Name**

The practice name of the medical group that the provider is affiliated with. You can do a partial practice name search by entering only the first word of the provider's practice name in this field. The more specific information that is entered as part of the practice name search will limit the number of results that are returned.

### **Specialty**

The provider's special field of practice or expertise. The provider will only be listed in a requested specialty that Health New England can verify, and that the provider has the education and training to support the requested specialty. To select a specialty to search for click on the drop down arrow in the Specialty: box. All specialties that are captured for providers in the HNE network will be displayed in alphabetical order in the drop down list. Use the scroll bar located on the right-hand side of the list to see additional specialties. You can also begin to type the name of the specialty that you are looking for in the Specialty search box and it will move to that portion of the alphabetical search.

### **Accepting New Patients**

The provider is listed as accepting new patients if the provider agrees to become a medical caregiver to a member that he or she has not previously seen. To view providers who are only accepting new patients click the box next to Accepting New Patients: so that a check mark appears in the box. Since a provider's office status may change at any time, members should check with the provider's office.

### **Search by Location: Zip Code**

The zip code for which you want to conduct your search. You must enter a zip code in order to utilize the Within search functionality. Once the zip code has been entered you can also enter a search radius from 5 to 25 miles by clicking on the drop-down arrow in the Within selection box.

### **Search by Location: City/State**

Click on the radio button next to City/State to use this search criteria. Enter the city or town in which the provider practices in the City search box. To search for the state in which the provider practices click on the drop down arrow in the State: box. Entry in the state field is not necessary to conduct the search. However, you can select a state by using the scroll bar located on the right-hand side of the pop-up box, and selecting the desired state from the list. You can also begin to type the name of the state that you are looking for in the State search box and it will move to that portion of the alphabetical search.

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

### **Provider ID #**

The HNE specific number assigned to the provider. Enter the provider's 5-digit provider number in this search box.

### **Hospital Affiliation**

The HNE participating hospital where the provider has been granted privileges to provide medical care. To select a hospital affiliation of the provider, click on the drop down arrow in the Hospital Affiliation: box. All HNE participating hospitals will be displayed in alphabetical order in the drop down list. Use the scroll bar located on the right-hand side of the list to see additional hospital affiliations. You can also begin to type the name of the hospital that you are looking for in the Hospital Affiliation search box and it will move to that portion of the alphabetical search.

### **Facility Language (other than English)**

Languages spoken by the provider, in addition to English can be selected in this search criteria. The office staff may, or may not, speak the same or other languages as the provider. To select a language to search for click on the drop down arrow in the Facility Language (other than English): box. All languages that are captured for providers in the HNE network will be displayed in alphabetical order in the drop down list. Use the scroll bar located on the right-hand side of the list to see additional languages. You can also begin to type the name of the language that you are looking for in the Facility Language (other than English) search box and it will move to that portion of the alphabetical search.

### **Gender**

The gender of the provider. Click on the radio button next to the gender of the provider for which you want to search.

You can return to the simple search option by clicking on the [Simple Search](#) button located in the middle of the provider search box.

When a search is conducted by clicking on the [Search](#) button, the results will be displayed at the bottom of the screen.

The provider search results screen will appear for you to view information for providers matching your search criteria. The results screen will be the same regardless of whether or not you conducted a Simple or Advanced search. The initial Find a Provider Results screen includes the Provider Name, HNE provider ID number, Hospital Affiliation, Gender, Participating Plans, City and State of the Office Location(s), Languages spoken in addition to English, Specialty, whether or not the provider is Accepting New Patients, Caring For information, Board Certification indicator, and Fee Type.

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

LAST NAME, FIRST NAME, DEGREE (HNE PROVIDER NUMBER)				
<b>Hospital Affiliation:</b> Hospital Name		<b>Gender:</b> Gender		<b>Participating Plans:</b> Fully Funded HMO, <a href="#">Self Funded</a> (ASO) HMO, Medicare Advantage 2024, SPHS EPO Provider Directory, Fully Funded PPO, Self-Funded (ASO) PPO, GIC Provider Directory Effective 07.01.2023, Medicare Advantage, Medicare <a href="#">Adv</a> , Baystate Health Preferred HMO 2024
<b>Office Location(s):</b> City, State		<b>Languages spoken in addition to English:</b> Language		
<b>Specialty</b>	<b>Accepting New Patients</b>	<b>Caring For</b>	<b>Board Certification</b>	<b>Fee Type</b>
Specialty Name	Yes/No	Type and Age of Patients	Yes/None	FFS/CAP
<a href="#">▼ Show More ▼</a>				

The [Show More](#) Find a Provider Results screen includes the all of the data that is displayed in the original provider search results, as well as detailed office location data. In addition, the [Show More](#) data screen contains links to directions, and the functionality to submit suggested edits for inaccurate provider data using the [Inaccurate info? Suggest an edit](#) link.

LAST NAME, FIRST NAME, DEGREE (HNE PROVIDER NUMBER)				
<b>Hospital Affiliation:</b> Hospital Name		<b>Gender:</b> Gender		<b>Participating Plans:</b> Fully Funded HMO, <a href="#">Self Funded</a> (ASO) HMO, Medicare Advantage 2024, SPHS EPO Provider Directory, Fully Funded PPO, Self-Funded (ASO) PPO, GIC Provider Directory Effective 07.01.2023, Medicare Advantage, Medicare <a href="#">Adv</a> , Baystate Health Preferred HMO 2024
<b>Office Location(s):</b> City, State		<b>Languages spoken in addition to English:</b> Language		
<b>Specialty</b>	<b>Accepting New Patients</b>	<b>Caring For</b>	<b>Board Certification</b>	<b>Fee Type</b>
Specialty Name	Yes/No	Type and Age of Patients	Yes/None	FFS/CAP
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Address</b>   <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Group Practice Name  Street Address Line 1  Street Address Line 2  City, State Zip Code  Phone Number  <a href="#">Directions</a> </div> </div> <div style="width: 45%;"> <b>Additional Group Practice Name</b>  <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Additional Street Address Line 1  Additional Street Address Line 2  Additional City, State Zip Code  Additional Phone Number  <a href="#">Directions</a> </div> </div> </div>				
<a href="#">Inaccurate Info? Suggest an edit</a>				
<a href="#">▲ Show Less ▲</a>				



## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

To advance through all of the provider search results click on the page number that you would like to advance to, or click the [Next](#) button. To return to prior search page results click the [Previous](#) button.



You can also conduct a search for All Providers, Baystate Health Providers, Primary Care Physicians, Specialists, Behavioral Health, Hospitals, Urgent Care Facilities, or Pharmacy. Definitions of each of the provider search types are as follows.

### **All Providers**

Used to conduct a search of all HNE participating providers. This is the default provider search that is selected when conducting both a Simple and Advanced Search.

### **Baystate Health Providers**

Used to conduct a search of all HNE participating providers and facilities associated with Baystate Health.

### **Primary Care Physicians**

Used to conduct a search of all HNE participating Primary Care Physicians. A primary care physician is a physician, physician assistant, or nurse practitioner with a specialty of adult nurse practitioner, family medicine, family nurse practitioner, internal medicine, pediatric nurse practitioner, pediatrics, or physician assistant primary care who is a patient's first contact for health care in an outpatient setting. Non PPO members must select a Primary Care Physician when enrolling with HNE.

### **Specialists**

Used to conduct a search of all HNE participating specialists. A Specialist is a health care professional whose practice is limited to a particular specialty area, such as a branch of medicine, surgery, advanced training, or ancillary services, such as durable medical equipment, laboratory, or physical therapy services.

### **Behavioral Health**

Used to conduct a search of all HNE participating Behavioral Health providers and facilities who render behavioral health or substance abuse services

### **Hospitals**

Used to conduct a search of all HNE participating acute care Hospitals.

### **Urgent Care Facilities**

Used to conduct a search of all HNE participating Urgent Care Facilities. An urgent care facility is a clinic outside of a hospital setting that is an alternative to the emergency room medical care and provides services to patients with urgent, but not serious or life threatening medical problems.



## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

### Pharmacy

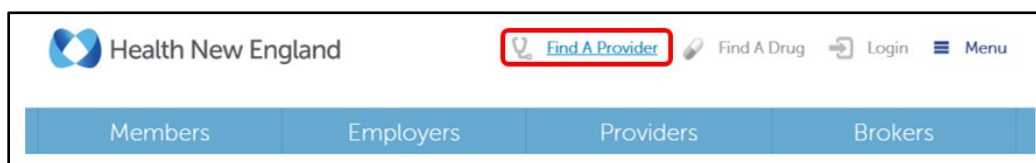
Used to conduct a search of all HNE participating Pharmacies located in the HNE service area and participating in HNE's network.

You can also click on the [Questions about provider directory information?](#) link to obtain definitions of provider search data elements, and information on where HNE gets this data, as well as the frequency validated. This [Questions about provider directory information?](#) link is included on both the Advanced and Simple Search options. The information included in this document also contains links to board certification, hospital and facility accreditation websites, and hospital quality data.

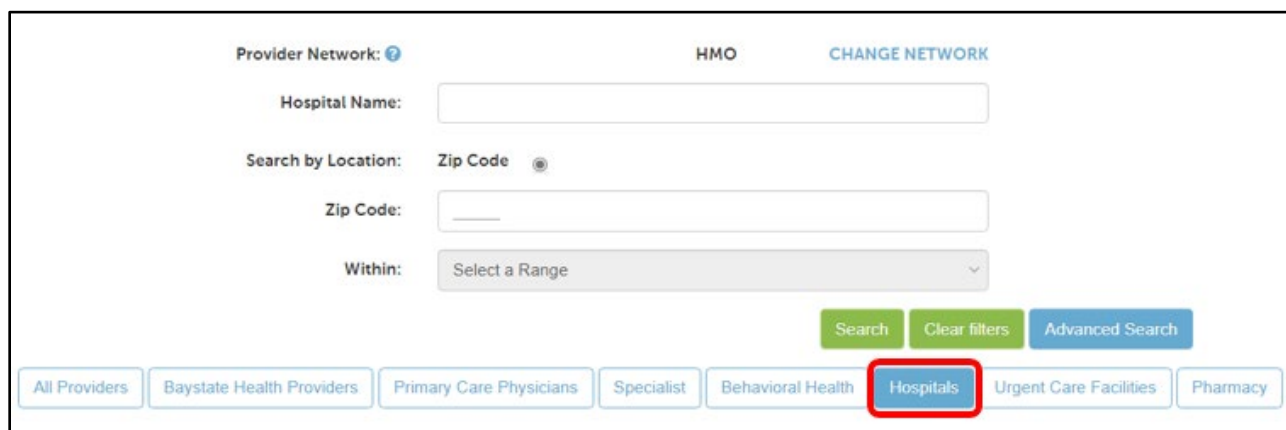
### HOSPITAL SEARCH INSTRUCTIONS

Once you are on the Find A Provider Search page, click on the [Search](#) button next to [Health New England Provider](#) to search for providers participating in the HNE network.

To enter the provider search site click on the [Find A Provider](#) link located at the top of the healthnewengland.org website.



To conduct a search for a Health New England (HNE) participating hospital, click on the [Hospitals](#) search box. Once you click on the [Hospitals](#) search option, all of HNE's participating hospitals will be displayed at the bottom of the search screen.



You can also search for a specific hospital using by using the [Simple Search](#) that is displayed on the screen. The simple search allows you to conduct a search using only the Provider Network, Last Name or Facility Name, or Zip Code using a search radius from 5 to 25 miles. Once the specific hospital search criteria has been entered, click on the [Search](#) button located at the bottom right side of the search screen. To change the Provider Network you can select the [CHANGE NETWORK](#)

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

link located at the top right side of the hospital search to be brought back to the Find a Provider by Plan Type screen.

Provider Network: ? HMO CHANGE NETWORK

Hospital Name: [Red Box]

Search by Location: Zip Code [Red Box]

Zip Code: [Red Box]

Within: Select a Range [Red Box]

Select a Range

- 5 miles
- 10 miles
- 15 miles
- 20 miles
- 25 miles or less

Search Clear filters Advanced Search

All Providers Baystate Health Providers Primary Care Physicians Specialist Behavioral Health Hospitals Urgent Care Facilities Pharmacy

You can also conduct a search using additional search criteria by clicking on the [Advanced Search](#) button located on the right-hand side of the hospital search box. The Provider ID# and Search by Location: City/State criteria will also be added to the search criteria. Once the hospital search criteria has been entered, click on the [Search](#) button located in the middle of the search screen to display the results. To change the Provider Network you can select the [CHANGE NETWORK](#) link located at the top right side of the provider search to be brought back to the Find a Provider by Plan Type screen.

Provider Network: ? HMO CHANGE NETWORK

Provider ID#: [Red Box]

Hospital Name: [Red Box]

Search by Location: Zip Code City/State [Red Box]

City: [Red Box]

State: [Red Box]

Search Clear filters Simple Search

All Providers Baystate Health Providers Primary Care Physicians Specialist Behavioral Health Hospitals Urgent Care Facilities Pharmacy

The Advanced Search allows you to conduct a search using any of the following search criteria:

### Hospital Name

The hospital name search can be conducted. You can do a partial name search by entering only the first few letters of the hospital name in this field. The more complete information that is entered as part of the hospital name search will limit the number of results that are returned.

### Search by Location: Zip Code

The zip code for which you want to conduct your search. You must enter a zip code in order to utilize the Within search functionality. Once the zip code has been entered you can also enter a search radius from 5 to 25 miles by clicking on the drop-down arrow in the Within selection box.

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

### Search by Location: City/State

Click on the radio button next to City/State to use this search criteria. Enter the city or town in which the hospital is located in the City search box. To search for the state in which the hospital is located click on the drop down arrow in the State: box. Entry in the state field is not necessary to conduct the search. However, you can select a state by using the scroll bar located on the right-hand side of the pop-up box, and selecting the desired state from the list.

### Provider ID #

The HNE specific number assigned to the hospital. Enter the provider's 5-digit hospital number in this search box.

You can return to the simple search option by clicking on the [Simple Search](#) button located in the middle of the hospital search box.

When a search is conducted by clicking on the [Search](#) button, the results will be displayed at the bottom of the screen.

The hospital search results screen will appear for you to view information for hospitals matching your search criteria. The results screen will be the same regardless of whether or not you conducted a Simple or Advanced search. The initial Hospital Search results screen includes the Hospital Name, HNE provider ID number, Participating Plans, City and State of the Office Location(s), Languages spoken in addition to English, Specialty, whether or not the provider is Accepting New Patients, Caring For information, Board Certification indicator, and Fee Type. Noted below is a sample search results screen that would be displayed for HNE's participating hospitals.

HOSPITAL NAME (HNE PROVIDER NUMBER)				
Hospital Affiliation:	N/A	Gender:	N/A	Participating Plans:
Office Location(s):	City, State	Languages spoken in addition to English:	Language	Fully Funded HMO, <a href="#">Self Funded (ASO)</a> HMO, Medicare Advantage 2024, SPHS EPO Provider Directory, Fully Funded PPO, Self-Funded (ASO) PPO, GIC Provider Directory Effective 07.01.2023, Medicare Advantage, Medicare <a href="#">Adv</a> Baystate Health Preferred HMO 2024
<a href="#">Information on Hospital Quality data</a>				
Specialty	Accepting New Patients	Caring For	Board Certification	Fee Type
Hospital	Yes	Type and Age of Patients	None	FFS
<a href="#">Show More</a>				

The [Show More](#) Find a Provider Results screen includes the all of the data that is displayed in the original provider search results, as well as detailed office location data. In addition, the [Show More](#) data screen contains links to directions, and the functionality to submit suggested edits for inaccurate provider data using the [Inaccurate info? Suggest an edit](#) link.

## INSTRUCTIONS ON HOW TO USE THE HEALTH NEW ENGLAND WEB-BASED PROVIDER DIRECTORY

HOSPITAL NAME (HNE PROVIDER NUMBER)

**Hospital Affiliation:** N/A

**Office Location(s):** City, State

**Gender:** N/A

**Languages spoken in addition to English:** Language

**Participating Plans:**  
 Fully Funded HMO, [Self Funded \(ASO\)](#)  
 HMO, Medicare Advantage 2024, SPHS  
 EPO Provider Directory, Fully Funded  
 PPO, Self-Funded (ASO) PPO, GIC  
 Provider Directory Effective 07.01.2023,  
 Medicare Advantage, Medicare Adv  
 Baystate Health Preferred HMO 2024

[Information on Hospital Quality data](#)

Specialty	Accepting New Patients	Caring For	Board Certification	Fee Type
Hospital	Yes	Type and Age of Patients	None	FFS

Address

Street Address Line 1

Street Address Line 2

City, State Zip Code

Phone Number

[Directions](#)

[Inaccurate Info?](#) [Suggest an edit](#)

[^ Show Less ^](#)

To advance through all of the hospital search results click on the page number that you would like to advance to, or click the [Next](#) button. To return to prior search page results click the [Previous](#) button.

Previous

1

2

3

Next

You can also click on the [Questions about provider directory information?](#) link to obtain definitions of hospital search data elements, and information on where HNE gets this data, as well as the frequency validated. This [Questions about provider directory information?](#) link is included on both the Advanced and Simple Search options. The information included in this document also contains links to hospital quality data, and hospital and facility accreditation websites.