

## PROVIDER SEARCH INSTRUCTIONS



## Step by Step Provider Search Instructions

1. Go to <https://www.sharphealthplan.com/members/get-care/your-primary-care-physician>
2. Scroll down and click on "Find a doctor."
3. To filter your search results for providers that accept a specific plan, select a network using the drop down under (1). Otherwise, leave on "Search All Networks."
4. Enter the ZIP code and select a distance from the drop down under (2), or select a state.
5. Select the type of provider to search for under (3), then click the "Search Providers" button.

**SHARP HEALTH PLAN**

4 things to know about your PCP

**Your PCP is your partner in health. Here are a few things to keep in mind.**

1. **Make sure to tell your PCP about your complete health history**, as well as any current treatments, medical conditions or other doctors who are treating you.
2. **If you have never been seen by your PCP, you should make an appointment for an initial visit.** If you have a more urgent medical problem, don't wait until this appointment. Speak with your PCP or another healthcare professional in the office and they will direct you appropriately.
3. **You can contact your PCP's office 24 hours a day.** If your PCP is not available or if it is after regular office hours, a message will be taken and you will receive a return call within 30 minutes.
4. **If you are unable to reach your PCP, please call Customer Care at 1-800-359-2002.** Evenings and weekends, you can select the option to speak with a nurse through Sharp Nurse Connection® for immediate medical advice.

Choose a PCP in 3 easy steps

- 1 Click**  
Finding a new PCP is only a click away. Go to [find a doctor](#) for a listing of doctors in your plan medical group.
- 2 Search**  
You can search by plan medical group, specialty, plan network, language preference, gender, location or last name. PCPs usually specialize in family practice, internal medicine, general practice or pediatrics.
- 3 Choose**  
Once you select a PCP, [log in to Sharp Connect](#), email or call Customer Care at 1-800-359-2002 to make the change. In most cases, the change will be effective the first day of the following month.

## Find a Doctor or Location

Begin your search by entering one or more of the following search criteria: Network, Zip Code or Type of Provider. You can narrow your search results even more after clicking on Search Providers.

**Searching by network**  
Search for physicians by your network. Members can locate the name of their network on front of their member ID card:  
**CalPERS** members: Performance  
**Medicare** members: Sharp Direct Advantage  
**Covered California** members: Premier (Network 1) or Performance (Network 2)  
**Individual/family plan** members: Premier or Performance

**How to choose a PCP**  
Your **primary care physician (PCP)** will be your personal doctor most familiar with your health history and who coordinates your health care. We have several **plan medical groups** from which to choose your PCP. You then receive access to the doctors, hospitals and urgent care centers affiliated with the plan medical group you select. Use [this form](#) to select or change your PCP.  
If you are a Medicare member, here's what to know about [your care team](#).

**Reporting inaccuracies**  
[Report inaccurate information](#) found in our online provider directories. Learn about our guidelines for [timely access to care](#).

**1** To filter your search results for providers that accept a specific plan, please select a network below. For Network 1, use Premier. For Network 2, use Performance.

**Network**

Search All Networks

**2** I would like to find a provider in ...

Tell us where you would like to search.

To help us find providers nearest to you, please select either your State or Zip Code.

**Zip**  **Distance** 10 Miles **OR** **State** California

**Looking for a supplemental provider?**  
Supplemental benefits may or may not be included in your plan. Consult your summary of benefits to view your specific coverage details.

Find a dentist  
Medicare: Find a dentist  
Find an eye doctor  
Find an acupuncturist or chiropractor

**Need More Help?**  
View [instructions and tips](#) on searching for providers.  
View information on [Sharp Health Plans process for validating doctor or hospital information](#).