

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.

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

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** **OR** **State**

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](#).