

# Using our **Online** **Provider** Directory

Find complete, customized provider information at [PacificSource.com](http://PacificSource.com).

Our online Provider Directory is a useful tool that makes it easy to find up-to-date participating provider information whenever you need it.

#### **What if I don't have internet?**

We realize many people don't have access to the Internet. If that's the case for you, just call our Customer Service Department toll-free at (888) 977-9299 to request a directory. We'll create a customized directory just for you and mail it out within a few days.

#### **What can I do with the online Provider Directory?**

##### **Search for a list of practitioners or facilities in your area.**

Enter your plan type, the sort of care you're looking for, and how far you're willing to travel. You'll then receive a complete list of providers' names, addresses, and phone numbers. You can even get a map and driving directions!

##### **Look up a provider by name.**

Easily see if your doctor is a participating provider, or verify your provider's address before your appointment.

##### **Save searches for future use.**

Simply save a search to reference the provider listing at a later date.

##### **Print your own customized provider directory.**

Enter what plan you have and what types of providers to include in your directory. Choose the territory you want your directory to cover—include all providers statewide or only those within your county, city, or a set distance from your house. You'll receive a fully formatted provider directory to view on screen, print, or save to your computer.

##### **How does it work?**

For a participating provider search, you're guided through a few simple questions. The system searches through thousands of healthcare providers and displays those closest to your address in an organized chart. Our directory is updated twice a month, so you'll always see a current list.

## Getting Started

Using our Provider Directory is easy. Simply go to [PacificSource.com](http://PacificSource.com) > Find a Provider to access the directory link. Or you may go directly to [Geoaccess.com/pacificsource/po/](http://Geoaccess.com/pacificsource/po/). Next, choose the provider type you are looking for. From here you may search online for more information on area providers or request that a customized directory be emailed to you.

#### **Helpful Hints:**

- Before you begin your search, find your plan name on your PacificSource member ID card.

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## Using Our Online Provider Directory

- If you're considering PacificSource but are not yet a member, use the PacificSource Directory and select "Visitor" as your plan type.
- Search fields marked with an orange check mark are required.
- The "Refine Search" button allows you to create a more customized list. For example, you can narrow your search to include only those providers who have a particular specialty or speak another language. You may also select providers based on gender.

### Find Participating Providers in your Area

First, determine what type of provider you are looking for by selecting one of the provider icons. Then enter the required plan and distance information.

Click on "Refine Search" to choose any other characteristics that are important to you in a provider.

"Find All Providers" will generate a list of up to 300 providers that most closely meet the criteria you specified. If no providers met your criteria, you may search again.

#### Helpful Hints:

The Search Results are automatically listed according to distance from your location. You may sort the Search Results by Name/Address, Distance, or Specialty by clicking the small box in the column header.

You can view up to four providers side-by-side by clicking on the small boxes in front of each provider's name, and then on the "Compare" button.

The "Display Map" link, located next to each provider's name, generates a map and turn-by-turn driving directions from the address you entered as the starting location.

### Create a Customized Provider Directory

You can create and print a customized directory in PDF format two ways. You will need to have Adobe Acrobat Reader installed to view the document.

#### Create a directory based on your address.

Enter your address and plan. You may also choose to select a provider type. "Refine Search" allows you to select a mileage from the address you've entered. From this page, "Continue" further narrows your results by provider specialty or language.

#### Create a city or county directory.

First, choose the state for which you'd like a provider listing; then, narrow your search to city, county, or within a set distance of your address. "Refine Search" allows you to select several cities or counties, as well as narrow your results by provider specialty or language.

#### Helpful Hints:

When you click "Create Directory Now," you'll need to enter an email address, to which we'll send a link to your customized directory. You may also choose to include a table of contents and index.

The "Create Cover Page" link allows you to include your name, address, and company name on

the cover of your directory. Click on "Create Directory Now" to skip this option.

The site will create your directory and send you an email with a link to the finished product almost instantly. The link will only work for 72 hours, so please be sure to print your directory or save it to your computer if you would like to refer back to it at a later date

### See All Participating Providers Statewide

#### Create a state directory.

Because our statewide directories are already formatted, you'll instantly receive a PDF for your state that you can view on screen, print, or save to your computer.

PacificSource network providers are listed in the following order: provider type; county; city; specialty; then alphabetically by provider name. (There's also an index at the back of the directory which allows you to search by the provider's name.)



**Direct:** 541.684.5582  
**Toll Free:** 888.977.9299

**PacificSource.com**

*If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or email [cs@pacificsource.com](mailto:cs@pacificsource.com).*