

## How to Find a Provider Using the Online Provider Directory

Do you need help finding a provider? If so, take these easy steps below to find a provider that is covered by your healthcare plan and will meet your healthcare needs.

### 1. Find a Provider Using Our Online Search Tool

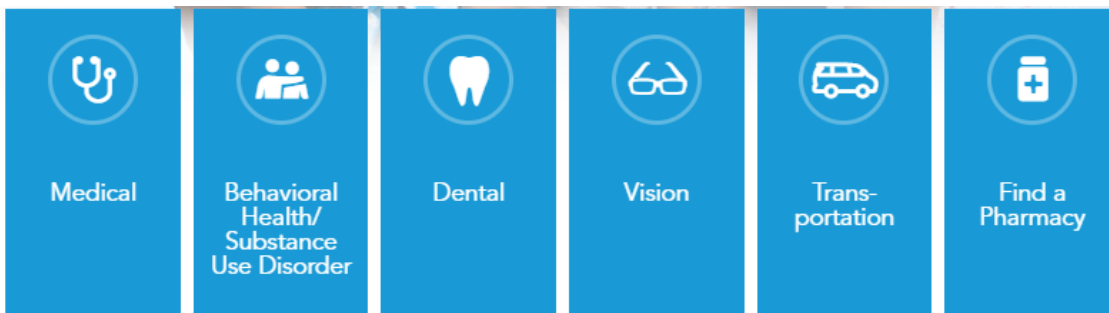
A provider is a person enrolled with the Illinois Department of Health and Human Services (DHHS) to provide covered services to members, such as a physicians, dentists or optometrists. A provider is also an institution or organization that provides covered services to members, such as a hospitals, residential treatment centers or Pharmacies.

Use the Find A Provider search tool to know if a provider is in the CountyCare network.

**STEP ONE:** Visit the CountyCare “Find a Provider” tool by clicking the link below.

<http://www.countycare.com/find-a-provider>

**STEP TWO:** Select the provider type needed from one of the options listed below.



**STEP THREE:** Type in the location and provider’s name and click “find” to search. Please note that if you are searching for a provider type that is not one of the options above, then select the **Provider Type** box for a list of additional types of providers.

Provider Type (Optional)	Location	Provider/Organization Name	<input type="button" value="Find"/>
<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	
	(eg: Zip Code or City)	(eg: Smith, Sally or Stroger Hospital)	

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## 2. Be Certain to Ask Questions and Research Prior to Choosing Your Provider

### Research Online

Search online for reports, reviews or complaints about providers and medical facilities by clicking on one of the links below:

- The Joint Commission at [www.jointcommission.org](http://www.jointcommission.org)
- Illinois Department of Insurance at <https://insurance.illinois.gov>
- Board Certified Docs at [www.boardcertifieddocs.com](http://www.boardcertifieddocs.com)
- American Board of Medical Specialties at [www.abms.org](http://www.abms.org)

You will be able to find information about providers through the “Find a Provider” tool such as the following:

- Board Certifications
- Office Hours
- Locations
- Telephone Numbers
- Hospital Affiliations and Medical Groups
- Accepting New Patients
- Specialties

We encourage you to contact and ask questions to potential providers.

## 3. Choose Your Provider

If you decide to change your Primary Care Provider (PCP), you can choose from any one of the options listed below:

- Submit a PCP Change Request Form.
- Call Member Services at 312-864-8200.
- You can change your PCP in the County Care Member Portal at [www.countycare.com/members/portal](http://www.countycare.com/members/portal).

If you have any questions or need additional assistance, please call Member Services at 312-864-8200.