How to use the Find a Doctor Tool

Welcome to Humana! Choosing a doctor or provider best suited to meet your needs is a very important decision.

Using Humana's Find a Doctor tool, you will be able to narrow down your choices based on a number of options:

- How far away the doctor is from your home
- The doctor's name
- The symptoms you are having
- The condition you need to be treated for
- The type of specialist you would like to see
- Which languages the doctor speaks in his or her office
- And many more!

While using the Find a Doctor tool, if at any time you are unsure of what a particular word means, you can select the link for the Glossary of Terms.

in mind is that if you use "Just Looking" to find your doctor or provider, the information may not be entirely accurate or complete.

When you search using "Just Looking," we'll ask you to tell us your coverage type, where your health insurance comes from (for example your employer or a policy you have purchased on your own), your ZIP code and your Network (which is a group of physicians, hospitals or other healthcare providers that provide services to members). If any of this information is incorrect, the results you get may also be incorrect.

The best way to search for a doctor or provider is to use the "Member ID" tab. Select it, and enter your member number. You can find your Member ID on your Humana ID card.

STEP ONE: Using "Just Looking" or Member ID—start your search

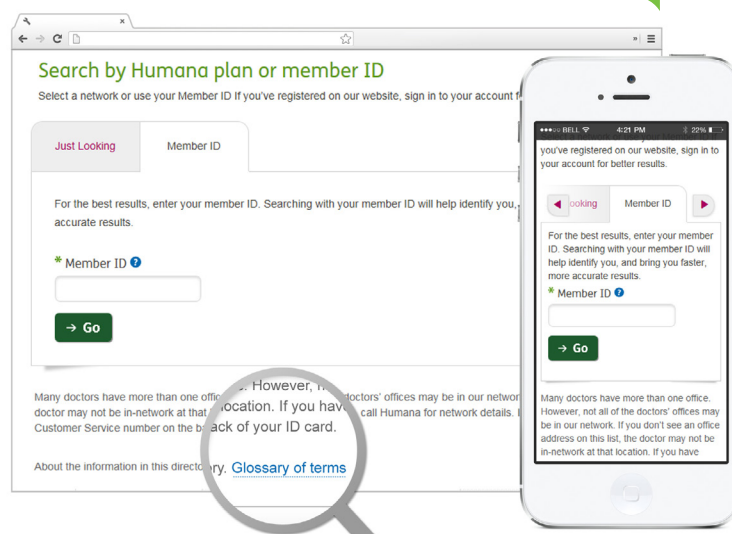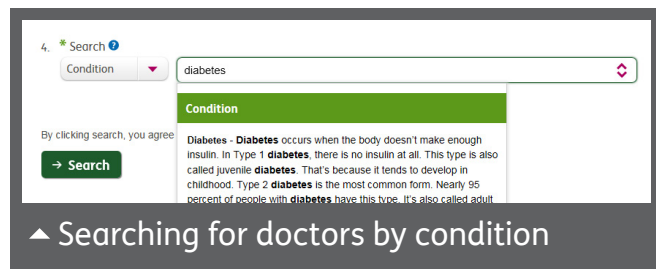You have two ways to search for a doctor or provider: by using "Just Looking" or your Member ID.

If you can't remember your Member ID, don't have it handy or just aren't a member yet, you can browse the Find a Doctor tool by clicking on the "Just Looking" tab. One thing to keep

▼ The Member ID tab with highlighted glossary link

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STEP TWO: Search type—tell us some specifics

Next, from the drop-down menu, select how you want to search. You can search by provider's name (such as "Jill Jones" or "University Hospital"), by a specific health condition (such as "diabetes" or "cold"), or by a provider specialty (such as "pediatrics," "oncology" or "urgent care").

▲ Searching for doctors by condition

The search engine is "smart," so as you start to type, you'll see suggestions appear, as well as definitions of what each term means. The more information you provide, the more accurate your results will be.

Looking for a primary care physician? You can search a few different ways:

- By the physician's name
- By the name of the physician's practice
- By specialty, such as: primary care, general practice, family practice, etc.

STEP THREE: Results—have you found what you're looking for?

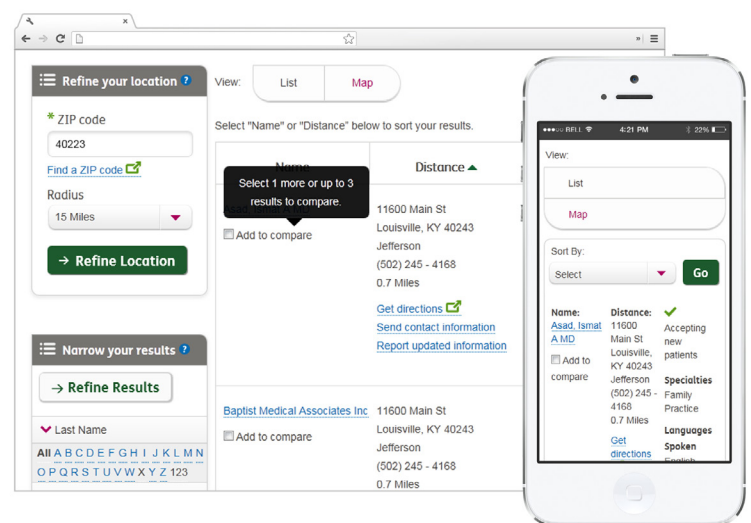You can sort your results by provider name or distance; just click on the "Name" or "Distance" headings. In addition, you can filter search results in a number of different ways (such as by specialty, gender, languages spoken and more) by looking under the "Narrow Your Results" column. You can also view your results in a list or map format. Just select "List" or "Map" to change your view.

Looking for providers in another area? Then change the ZIP code in the "refine your location" section.

Once you find a doctor you're interested in contacting, you can:

- Get directions to their office
- Send their contact information to your email address or your cell phone via a text message
- Print or save a PDF of their contact information to your computer

List view of the results page

STEP FOUR: Finding provider groups

You can search by provider groups (for example, "Midtown Cardiology" or "East Side Family Practice"). To search by provider groups, select "Group" under the "Narrow Your Results" column, and your results will be sorted by provider group. When the link titled "View doctors in the group" appears, select it to see all the doctors within that group.

STEP FIVE: Sending contact information—details on the go

To send contact information, select the provider's name you are interested in, then select "Send contact information." From here you can choose to send contact information via email or text message to yourself or someone else. You need to enter a complete email address or a mobile phone number (with hyphens). Once you enter your information, select "submit."

Sending contact information

STEP SIX: Compare & contrast

If there is more than one provider that appeals to you, you can compare them (up to three) side by side. Just select the checkboxes next to the doctors that you're interested in learning more about. Then select "Compare now." Once you arrive on the Compare page, you can print your results.

▼ Comparison of providers

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