

PROVIDER SEARCH SIMPLIFIED



TRANSPARENCY TOOLS MAKE COST AND QUALITY EVEN CLEARER

Highmark offers a suite of decision-making tools that help members get the most value from their health plans and providers. Our Transparency Tools provide understandable cost and quality information so members can make smart decisions about their health care and spending. Simple to use and easily accessible, our Transparency Tools support innovative benefit designs that can help you achieve your cost-reduction, health-improvement strategy.

A BETTER PROVIDER SEARCH EXPERIENCE

Highmark's most frequently used online tool, Provider Directory, allows individuals to find the provider who's the best match for their particular needs. We've enhanced the Provider Search feature to deliver even more robust data, such as the ability to compare quality measures on providers, and read how they're rated by other patients. Provider Search encourages people to get involved in their health, because it demonstrates how their choices can impact their wellness and their wallets.

CHOOSING JUST GOT EASIER

Provider Search offers a deeper look into the details about each provider, so it's easier to make the right selection. To start looking, individuals can use the drop-down menus to search by doctor, hospital or medical facility. Choices can be filtered by plan or specialist.

A Results Summary shows all the options including:

- Contact information and distance
- Patient ratings
- Blue Distinction® Centers

When comparing hospitals and doctors, members can link to many provider websites to view a list of services provided.

NAME	DISTANCE	RATINGS
Childrens Medical 1935 Medical District Dr Ms F3.02 Dallas, TX 75235 (214) 456-7000 www.childrensmc.com	0.42 miles	★★★★★ 95% (3 out of 4) recommend Read/Write Reviews
Dallas Cystic Fibrosis Center 1935 Medical District Dr Ste C03305 Dallas, TX 75235 (214) 456-2362 www.dallascystic.com	0.42 miles	★★★★★ 97% (9 out of 10) recommend Read/Write Reviews

COMPARE PROFILES AND SAVE FAVORITES

Each provider profile includes practice details including location and office hours, physician credentials, plans accepted, hospital affiliations, plus quality ratings and patient reviews. It's easy to save favorites for future reference. Individuals can even compare up to three providers side-by-side.

Profile 1	Profile 2	Profile 3
McGavin, Cameron L., MD	Tolentino, Aida T., MD	Delre, Lawrence, DC
Favorite	Favorite	Favorite

Continued on the back

PATIENT EXPERIENCE REVIEWS SHARE OPINIONS

Another Transparency Tool that helps individuals choose a doctor or place to get care, Patient Experience Review ratings may appear on each Provider Search listing as an indicator of member opinions on their experiences. Patient Experience Review allows individuals to read what other people think of the providers and medical facilities they're considering. With Patient Experience Review, members rate their experiences on a five-star basis, just like with restaurants and movies.

Overall Patient Ratings 52 Reviews

Experience	★★★★☆
Recommend	👍 (75%) 👎 (25%)
Communication	★★★★☆
Availability	★★★★★
Environment	★★★★★

Ratings based on a 5 point scale

BLUE DISTINCTION CENTERS DELIVER QUALITY CARE

Blue Distinction® is a designation awarded to medical facilities that have demonstrated expertise in providing quality health care. Provider Search also highlights *Blue Distinction* Centers, proven to consistently deliver superior outcomes for high-risk, high-cost procedures such as transplants, spinal surgeries and hip replacements. Over 1,900 health care facilities in 47 states have earned this award for the quality of their care.

Childrens Medical   0.42 miles

1935 Medical District Dr Ms F302 

Dallas, Tx 75235

(214) 456-7000

www.childrensmedical.com



Blue Distinction Center®
for Cardiac Care

RATINGS BASED ON FIVE KEY CRITERIA

In a Patient Experience Review, providers are rated on five criteria: **experience, communication, availability, environment and recommendation.** After their appointments, members can even write and submit their own reviews.

RATE THIS PROVIDER X

* Required Fields

1. Experience: How would you rate your overall experience and satisfaction with this providers' approach? Low High

☆
☆
☆
☆
☆

2. Recommend: Would you recommend this provider to your family/friends? Yes No

👍
👎

3. Communication: How well did this provider communicate with you about your health concern? Low High

☆
☆
☆
☆
☆

4. Availability: How would you rate this provider's availability for your appointment? Low High

☆
☆
☆
☆
☆

5. Environment: How would you rate this provider's overall office environment? Low High

☆
☆
☆
☆
☆

6. Have additional comments to make about this provider? [Reset My Ratings](#)
Comments:

400 characters left

I agree to the [terms and conditions](#).

CANCEL SUBMIT



Help manage quality and costs. Promote Transparency Tools to your members.

Designation as Blue Distinction Centers means these facilities' overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call your local Blue Cross and/or Blue Shield Plan.

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