



ProviderNow

User's Guide



Welcome to ProviderNow....

Stratose's easy-to-use gateway application for locating providers in a geographic area

You will find this intuitive application has a variety of features that will allow payers and members alike to quickly and easily locate healthcare providers in their area.



Easy to use for all types of users

Simple search techniques

Many provider types to select from

Quick system response

Useful and detailed provider lists including maps

Your Member Relations Specialist is available to assist you with this application and can provide an overview of this application if necessary. This application will perform optimally using Internet Explorer v7.0 or greater. Feel free to contact Stratose's Member Relations team @ 800/878-7896 with any questions or concerns that you may have.

Visit our website to learn more about our organization and the variety of cost containment products and services that we have to offer.

www.stratose.com

Getting Started

ProviderNow is a simple-to-use gateway for members to locate physicians, providers, facilities and/or hospitals in their area. Access to the ProviderNow application is gained from the Stratose home page (www.stratose.com), using the “ProviderNow” button

The screenshot shows the Stratose website interface. At the top, there is a navigation bar with the Stratose logo and links for 'people', 'analytics', and 'results'. Below this, there are buttons for 'Payor Client Login', 'RepriceNow', 'PPO Login', and 'ProviderNow'. A red arrow points to the 'ProviderNow' button. The main content area features a 'Find a Provider' section with a list of networks: Coalition America/NPPN, OPPN, PlanCare America, 4MOST Health, and Qualident. A red arrow points to the 'Coalition America/NPPN' link. A callout box with a red border and a red arrow pointing to the list of networks contains the text: 'Please select the appropriate network based upon information from your insurance ID card.' The website also includes sections for 'Network Strength', 'Service Strategies', 'Claims Payors', 'Health Providers', 'About Stratose', and 'Contact Us'. The footer contains copyright information and the Stratose logo.

Members may access this website 24 hours a day / 7 days a week.

In order to select the correct network, be sure to review your employee benefit card / insurance ID card. From here, members should select the appropriate network.

If your card does not display OPPN, 4MOST Health or Qualident specifically, please select the network listed as “Coalition America / NPPN”.

ProviderNow

Please review the “User Agreement” carefully. It contains important information about the data contained within the ProviderNow application as well as your responsibilities when making your healthcare appointment.

Once you’ve had the opportunity to fully review the user agreement (both the information on the page as well as the important information in the scroll box), you may click the appropriate box noting that you confirm that you have read and accept the USER AGREEMENT. This will serve as your electronic signature of acceptance of this agreement.



[User Guide](#)

Stratose takes your healthcare needs seriously and is pleased to provide you with this online directory. While we make every effort to ensure the accuracy of this information, please keep in mind that changes occur frequently and may not be included in this directory. It is possible that the provider you plan to select is not currently participating in the PPO network. We recommend contacting the intended provider and confirming their participation prior to making your healthcare appointment.

With your acceptance below, you are agreeing that a provider listed within the subsequent pages does not constitute a guarantee of benefits coverage. As a member, it is your responsibility to verify with the provider that he/she is participating in your PPO or health plan when making an appointment.

If you have questions regarding your benefit eligibility, please contact your health plan administrator or human resource manager for more information.

After reviewing the user agreement, click here to accept the agreement.

This tool was designed to help you easily locate providers, hospitals and other facilities in your area. While we take great care to make the directory complete and accurate, the network listing of participating providers may change without notice.

The “Continue” button will only become available after the user agreement has been accepted.

☐ I confirm that I have read and accept the USER AGREEMENT

Continue

Only after you have confirmed your acceptance will the “Continue” button become available. You will not be able to enter the application until you’ve accepted this agreement.

After you have read and confirmed acceptance of the user's agreement, you will find yourself at the home page of the ProviderNow application.

If you have your employee benefit card (or other documentation) that contains your four digit, Stratose PIN number, please enter that number in the box provided and then click the "Continue" button. This will allow you to access the appropriate provider directory assigned to your organization or employer group.

Welcome to Online Provider Directory



* I have a four-digit Stratose PIN #:

(This is usually located on the back of the ID Card or on communication from the carrier.)

Or

* I do not have a four-digit Stratose PIN #. To continue, please click [here](#)

If you do not have a card nor the four digit PIN number, please click the link at the bottom of the page to access a general provider directory.

Provider Search


Zip Code Searching:

Step #1:

Allows you to select between a Zip Code search or a search using City, State and/or County. By selecting “Zip Code” , you may search using any domestic Zip Code. This can be your home zip code, your office zip code or any zip code that you wish to begin your search.

Step #2:

Allows you a place to enter the Zip Code and State that you’ve selected as well as a “Distance”. The “Distance” field allows you to select from a variety of search radiuses starting at 1 and increasing up to 100 miles.



Provider Search
Finding a Physician or Healthcare Facility is easy as 1, 2, 3 !

Step 1: Select Geographic Search Type
I want to Search by:
☒ Zip Code ☐ City, State, County

Step 2: Enter Geographic Search Criteria
My search criteria is:
* Indicates fields are required.
Zip Code: *
State: *
Distance: 1 (Within miles of ZIP code)
When searching using a distance greater than 1 mile, a five digit zip code must be entered into the zip code field.

Step 3: Select Provider Criteria
I am looking for: ☒ Doctors / Facilities ☐ Hospitals
Type: *
Specialty: *
Facility or Partial Last Name: (optional)
To help refine your search choose the following:
1. Select both a "Type" and a "Specialty"
2. Or enter the last name of the Doctor
3. Avoid the use of special characters, i.e.
 [Clear Search Criteria](#)

Step 1: Select Geographic Search Type
I want to Search by:
☒ Zip Code ☐ City, State, County

Step 2: Enter Geographic Search Criteria
My search criteria is:
* Indicates fields are required.
Zip Code: *
State: *
Distance: 1 (Within miles of ZIP code)
When searching using a distance greater than 1 mile, a five digit zip code must be entered into the zip code field.

The application will allow you to search by the first 3 or 4 digits of a zip code if you're not certain of the exact zip code you are seeking. However, if you must select a search distance of 1 mile if using the 3 / 4 digit search. You may select any distance if using the full 5 digit zip code.

Step #3:

Allows you to choose between Doctors/Facilities or Hospitals. When searching for Doctors/Facilities, you will define the Type and Specialty by using the appropriate drop down menus. You may also add a facility name or the beginning of the last name of a physician if you are searching for a particular location or doctor.

Your search for Hospitals will not require a Type or Specialty, however, you can still add a facility name if you are searching for a particular location.

Finder Search

Finding a Physician or Healthcare Facility is easy as 1, 2, 3 !

Step 1: Select Geographic Search Type

I want to Search by: ☐ Zip Code ☐ City, State, County

Step 2: Enter Geographic Search Criteria

My search criteria is:

* Indicates fields are required.

Zip Code: *

State: *

Distance: (Within miles of ZIP code)

When searching using a distance greater than 1 mile, a five digit zip code must be entered into the zip code field.

Step 3: Select Provider Criteria

I am looking for: ☒ Doctors / Facilities ☐ Hospitals

Type: *

Specialty: *

Facility or Partial Last Name: (optional)

[Search](#) [Clear Search Criteria](#)

To help refine your search choose the following combinations:

1. Select both a "Type" and a "Specialty" together. These are mandatory fields.
2. Or enter the last name of the Doctor or the Facility Name
3. Avoid the use of special characters. i.e. ('', '%', '#', '^', '&', '*', '-', '_')

Step 3: Select Provider Criteria

I am looking for: ☒ Doctors / Facilities ☐ Hospitals

Type: *

Specialty: *

Facility or Partial Last Name: (optional)

To help refine your search choose the following combinations:

1. Select both a "Type" and a "Specialty" together. These are mandatory fields.
2. Or enter the last name of the Doctor or the Facility Name
3. Avoid the use of special characters. i.e. ('', '%', '#', '^', '&', '*', '-', '_')

When you are comfortable with the information that you've entered, simply click "Search" to return the appropriate list meeting your criteria.

City, State, County Searching:

Step #1:

Allows you to select between a Zip Code search or a search using City, State and/or County. By selecting “City, State, County”, you may search using a particular city, state or a county.

Step #2:

Allows you enter a city, state and/or county. A minimum of city and state is required for the application. The county field is optional.. The city and county fields are freeform so be careful with your spelling. To select a particular state, you may do so from the drop down box.

The screenshot displays the 'Provider Search' interface. A large red arrow on the left points towards the search steps. The interface is divided into three main sections: Step 1, Step 2, and Step 3. Step 1, titled 'Select Geographic Search Type', shows two radio buttons: 'Zip Code' and 'City, State, County'. The 'City, State, County' option is selected. Step 2, titled 'Enter Geographic Search Criteria', shows input fields for 'City', 'State', and 'County'. The 'City' and 'State' fields are marked with a red asterisk, indicating they are required. Step 3, titled 'Select Provider Criteria', shows radio buttons for 'Doctors / Facilities' and 'Hospitals', and a dropdown menu for 'Type'. A red dashed arrow points from the 'City, State, County' radio button in Step 1 to the 'City' and 'State' input fields in Step 2.

Step 1: Select Geographic Search Type

I want to Search by:

☐ Zip Code ☒ City, State, County

Step 2: Enter Geographic Search Criteria

My search criteria is:

* Indicates fields are required.

City: *

State: *

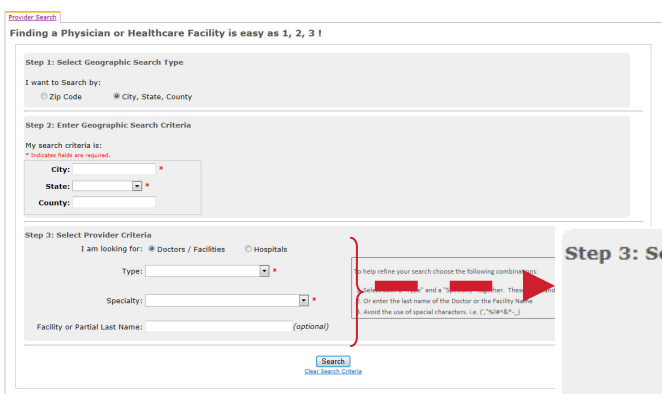
County:

The application will require both city and state to be entered. Be cautious on how you spell the city as the system is designed to search for the exact spelling that is entered. Please always check your spelling especially if no results are returned.

Step #3:

Allows you to choose between Doctors/Facilities or Hospitals. When searching for Doctors/Facilities, you will define the Type and Specialty by using the appropriate drop down menus. You may also add a facility name or the beginning of the last name of a physician if you are searching for a particular location or doctor.

Your search for Hospitals will not require a Type or Specialty, however, you can still add a facility name if you are searching for a particular location.



Provider Search

Finding a Physician or Healthcare Facility is easy as 1, 2, 3!

Step 1: Select Geographic Search Type

I want to Search by:

☐ Zip Code ☒ City, State, County

Step 2: Enter Geographic Search Criteria

My search criteria is:

* Indicate which are required.

City:

State:

County:

Step 3: Select Provider Criteria

I am looking for: ☒ Doctors / Facilities ☐ Hospitals

Type:

Specialty:

Facility or Partial Last Name: (optional)

Step 3: Select Provider Criteria

I am looking for: ☒ Doctors / Facilities ☐ Hospitals

Type:

Specialty:

Facility or Partial Last Name: (optional)

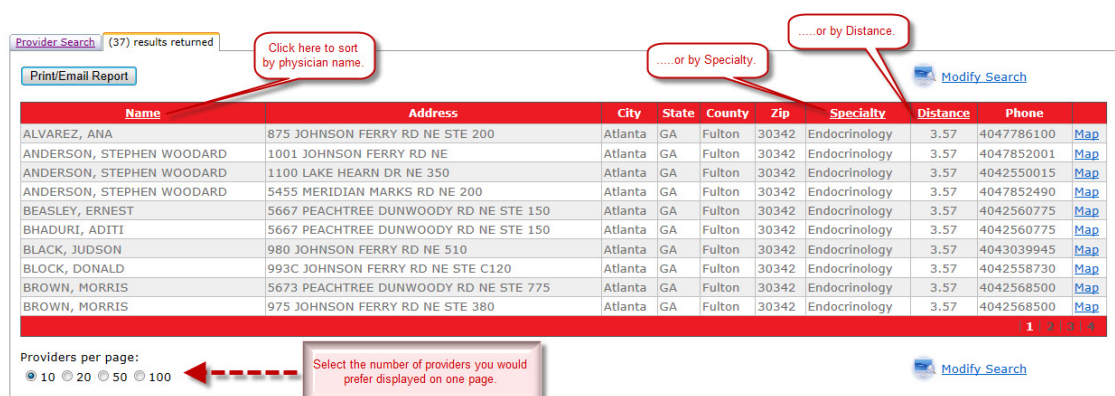
To help refine your search choose the following combinations:

1. Select both a "Type" and a "Specialty" together. These are mandatory fields.
2. Or enter the last name of the Doctor or the Facility Name
3. Avoid the use of special characters. i.e. (',",%!"#^&*-_)

When you are comfortable with the information that you've entered, simply click "Search" to return the appropriate list meeting your criteria.

Search Results

Your search results will be returned to you in a linear format; a line for each search result. The system is designed to return those physicians or facilities that are closest to your specified zip code or city/state combination first and are sorted by distance. This will display the closest locations at the top of your list and then further locations later on in the list.



Provider Search (37) results returned

Print/Email Report

Click here to sort by physician name.

.....or by Specialty.

.....or by Distance.

Modify Search

Name	Address	City	State	County	Zip	Specialty	Distance	Phone	
ALVAREZ, ANA	875 JOHNSON FERRY RD NE STE 200	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4047786100	Map
ANDERSON, STEPHEN WOODARD	1001 JOHNSON FERRY RD NE	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4047852001	Map
ANDERSON, STEPHEN WOODARD	1100 LAKE HEARN DR NE 350	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042550015	Map
ANDERSON, STEPHEN WOODARD	5455 MERIDIAN MARKS RD NE 200	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4047852490	Map
BEASLEY, ERNEST	5667 PEACHTREE DUNWOODY RD NE STE 150	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042560775	Map
BHADURI, ADITI	5667 PEACHTREE DUNWOODY RD NE STE 150	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042560775	Map
BLACK, JUDSON	980 JOHNSON FERRY RD NE 510	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4043039945	Map
BLOCK, DONALD	993C JOHNSON FERRY RD NE STE C120	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042558730	Map
BROWN, MORRIS	5673 PEACHTREE DUNWOODY RD NE STE 775	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042568500	Map
BROWN, MORRIS	975 JOHNSON FERRY RD NE STE 380	Atlanta	GA	Fulton	30342	Endocrinology	3.57	4042568500	Map

Providers per page: ☒ 10 ☐ 20 ☐ 50 ☐ 100

Select the number of providers you would prefer displayed on one page.

Modify Search

If you would prefer to sort the list by physician name or by specialty, simply click on the column heading as noted above.

From this screen you may also select the number of providers that you would like displayed on one page. Select either 10, 20, 50 or 100 by clicking on the appropriate button.

Also, there is a helpful map feature built into this search results page. If you would like to see a map of that physician's or facilities location, simply click "Map" on the line associated with that provider. A map will display for your convenience. To exit the map, simply click "Close" and you will be returned to your search results screen.

Didn't find exactly what you were looking for, click "Modify Search" and you will be taken back to the search screen to try different search criteria.

If you are comfortable with your search results, you have the option of either printing the list or emailing the list to yourself or someone else. To do so, simply click on the “Print / Email Report” button located toward the top of the page.

Provider Search (37) results returned

Print/Email Report

Name	Address
ALVAREZ, ANA	875 JOHNSON FERRY RD NE STE 200
ANDERSON, STEPHEN WOODARD	1001 JOHNSON FERRY RD NE
ANDERSON, STEPHEN WOODARD	1100 LAKE HEARN DR NE 350
ANDERSON, STEPHEN WOODARD	5455 MERIDIAN MARKS RD NE 200
BEASLEY, ERNEST	5667 PEACHTREE DUNWOODY RD NE STE 150
BHADURI, ADITI	5667 PEACHTREE DUNWOODY RD NE STE 150
BLACK, JUDSON	980 JOHNSON FERRY RD NE 510
BLOCK, DONALD	993C JOHNSON FERRY RD NE STE C120
BROWN, MORRIS	5673 PEACHTREE DUNWOODY RD NE STE 775
BROWN, MORRIS	975 JOHNSON FERRY RD NE STE 380

Providers per page: 10 20 50 100

Modify Search

To PRINT your desired results, simply click on “Print Report” from the top portion of the screen. From here, the system will launch the report into an Acrobat (.pdf) file format. Follow your usual on-screen instructions to either print the list (using the print icon).

New Search Print Report Email Report

Email Address: Send

Email address required.

Click here to print your list.

Or here to email your list to yourself or someone else.

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stratose™ people • analytics • results

Provider Now Results

Provider Now Your Online Provider Search

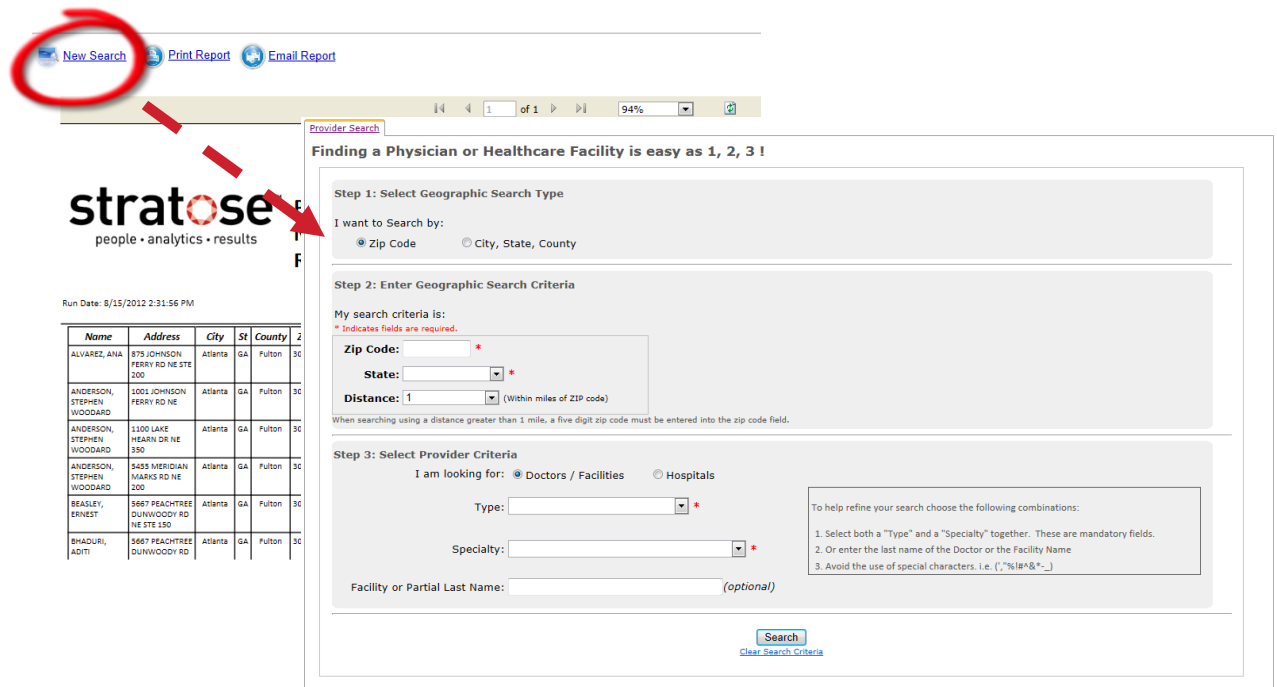
Run Date: 8/15/2012 2:31:56 PM

Search criteria: Distance: 5 mile(s), State: 'GA', Zip Code: 30328, Specialty: Endocrinology.

Name	Address	City	St	County	Zip	Distance	Specialty	Phone
ALVAREZ, ANA	875 JOHNSON FERRY RD NE STE 200	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4047786100
ANDERSON, STEPHEN WOODARD	1001 JOHNSON FERRY RD NE	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4047852001
ANDERSON, STEPHEN WOODARD	1100 LAKE HEARN DR NE 350	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4042350015
ANDERSON, STEPHEN WOODARD	5455 MERIDIAN MARKS RD NE 200	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4047852490
BEASLEY, ERNEST	5667 PEACHTREE DUNWOODY RD NE STE 150	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4042356075
BHADURI, ADITI	5667 PEACHTREE DUNWOODY RD NE STE 150	Atlanta	GA	Fulton	30342	3.57	Endocrinology	4042356075

To EMAIL your desired results, simply click on “Email Report” from the top portion of the screen. A box will appear asking for an email address. Add the appropriate email address to the box ensuring proper spelling and click send. The report in a .pdf format will be emailed to the address displayed within one to two minutes.

Once you have reviewed, printed or emailed the results, you may return to another search screen simply by clicking “New Search” from the options at the top of the screen.



[New Search](#) [Print Report](#) [Email Report](#)

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Run Date: 8/15/2012 2:31:56 PM

Name	Address	City	St	County	Zip
ALVAREZ, ANA	875 JOHNSON FERRY RD NE STE 200	Atlanta	GA	Fulton	303
ANDERSON, STEPHEN WOODWARD	1001 JOHNSON FERRY RD NE	Atlanta	GA	Fulton	303
ANDERSON, STEPHEN WOODWARD	1100 LAKE HEARN DR NE 550	Atlanta	GA	Fulton	303
ANDERSON, STEPHEN WOODWARD	5435 MERIDIAN MARKS RD NE 200	Atlanta	GA	Fulton	303
BEASLEY, ERNEST	5687 PEACHTREE DUNWOODY RD NE STE 150	Atlanta	GA	Fulton	303
BHADOURI, ADITI	5687 PEACHTREE DUNWOODY RD	Atlanta	GA	Fulton	303

Provider Search
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Specialty: *
Facility or Partial Last Name: (optional)

To help refine your search choose the following combinations:
1. Select both a "Type" and a "Specialty" together. These are mandatory fields.
2. Or enter the last name of the Doctor or the Facility Name
3. Avoid the use of special characters. i.e. ('','%|&^*~_)

[Search](#)
[Clear Search Criteria](#)

Frequently Asked Questions



How can I find out how much my co-payment will be?

Please contact your insurance carrier directly for co-payment and benefit information. That number is located on your insurance card.



Will I be able to schedule my doctor's appointment through Stratose's Member Relations line?

After you are provided with the physicians listing, you will then need to contact the provider to schedule an appointment that is convenient for you. Please remember to always verify the participation status of the provider PRIOR to making your healthcare appointment.



How will I know if my physician will accept my insurance under this network?

You may visit the provider online directory on this website and conduct a search for your current provider. You may also contact our Member Relations team @ 800/878-7896 and a coordinator will be happy to assist you.



How often are the online listings updated?

The listings are updated as often as the networks forward files to us with new and/or revised demographic data. This can occur monthly for some networks and longer for others. Unfortunately, records are not updated in real time. That is why it is critical that the member verify provider participation PRIOR to making their healthcare appointment.



Why doesn't the provider recognize my insurance?

The provider may be more familiar with your carriers name or the affiliate network name rather than just Stratose. Be sure to have your card available when you are confirming their participation PRIOR to making your healthcare appointment.



Notes





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