



Provider Now Application User's Guide

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Provider Now is a simple-to-use gateway to locate physicians, providers, facilities and/or hospitals in a geographic area.

Access to the Provider Now application is gained from the <https://www.zelis.com/> website 24 hours a day / 7 days a week.

Users may also go directly to the site or bookmark the site at <https://providernow.zelis.com/>.

Welcome to Provider Now...

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**

For provider participation questions, please contact your healthcare carrier.

If you have questions about the application or need assistance finding a provider, please contact Zelis' Customer Care Team @ 888-266-3053.

Getting Started: Member Login

Browser Support:

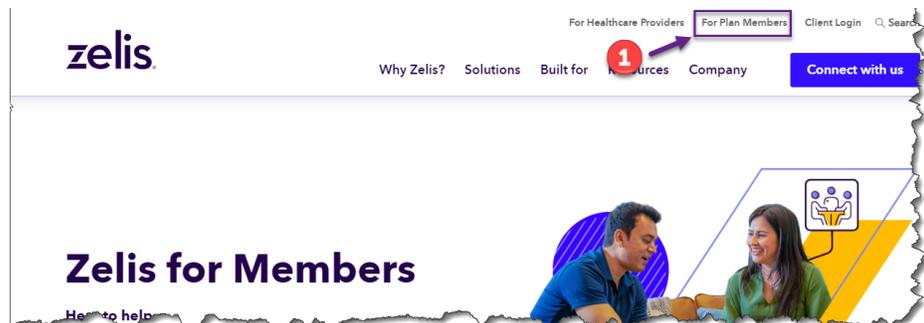
This application will perform optimally using many web browsers, except Internet Explorer. Internet Explorer will not support this application.

Getting Started:

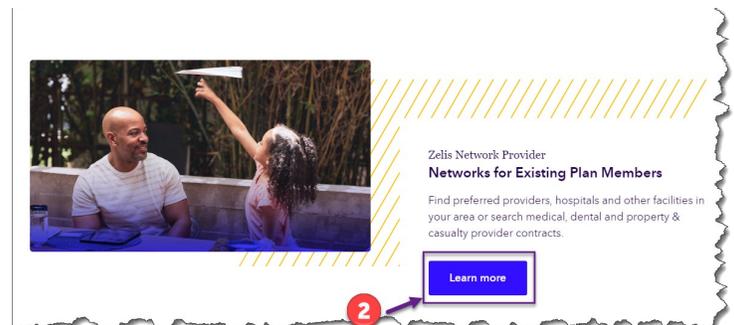
Members:

For Member Access, please follow the steps below:

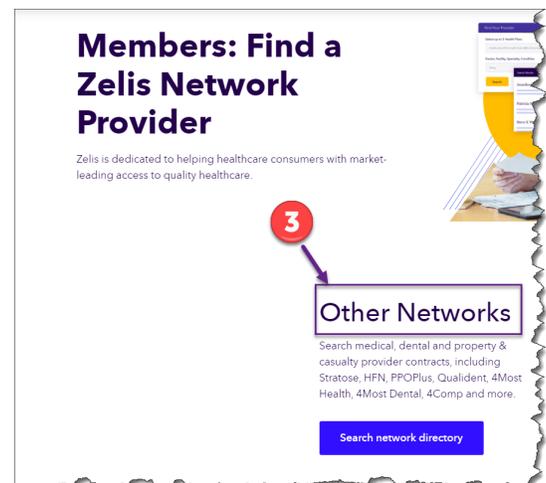
1 Access to the Provider Now application is gained from the Zelis homepage (<https://www.zelis.com/>). Click on “For Plan Members” in the top right corner.



2 Scroll down midway on the webpage until you reach the “Networks for Existing Plan Members” section. Click on “Learn More”.



3 Select “Other Networks”.



Getting Started: Member Login (continued)



4 Read and confirm the User Agreement. A check mark will appear in the box once the User Agreement has been accepted.

Zelis 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.

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.

A "Health Plan" is defined as a program of benefit coverage that you have elected through your employer, insurance company or other entity offering as a program of benefit coverage that you have elected through your employer, insurance company, or other entity offering coverage for health benefits. If you are using this site, your company or health benefit administrator has contracted with a Zelis company to provide access to participating providers.

Refuse no-notice services, you should always verify with the member that he/she is.

I confirm that I have read and accept the USER AGREEMENT

These networks are now part of Zelis Healthcare. Please accept the User Agreement and select your network:

- Zelis (Stratose)
- HFN
- PPOPlus
- Qualident
- 4Most Health
- 4Most Dental
- 4Comp

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

If your card does not display HFN, PPOPlus, Qualident, 4MOST Health, or 4Comp specifically, please select the network listed as "Zelis (Stratose)".



Zelis 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.

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- 4Most Dental
- 4Comp

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Getting Started: Client Login

Browser Support:

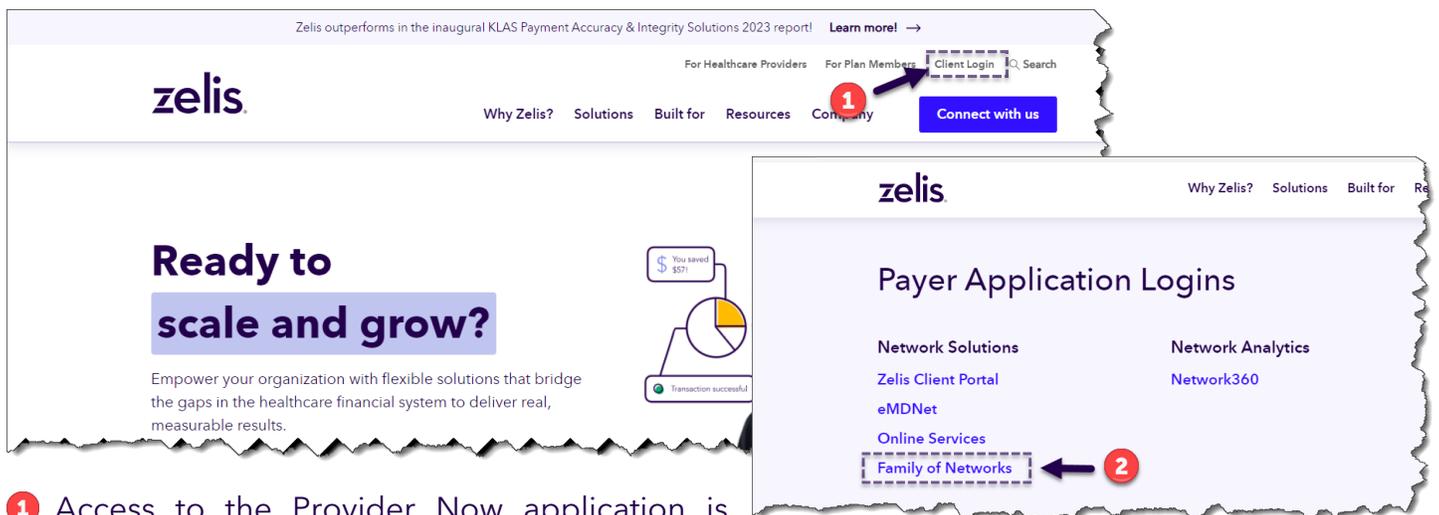
This application will perform optimally using many web browsers, except Internet Explorer. Internet Explorer will not support this application.

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

Getting Started:

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

If your card does not display HFN, PPOPlus, Qualident, 4MOST Health, or 4Comp specifically, please select the network listed as "Zelis (Stratose)".

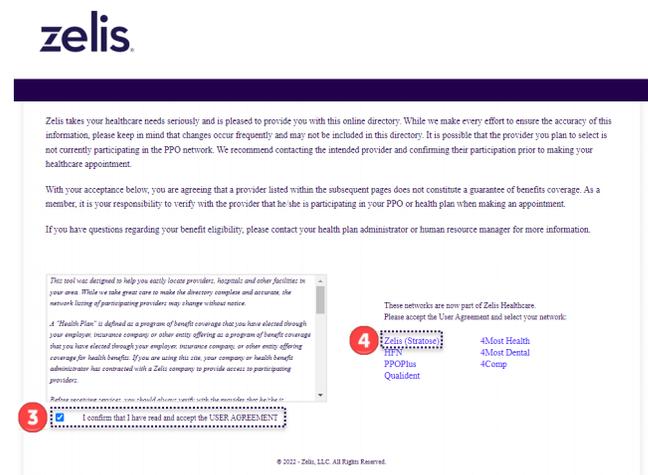


1 Access to the Provider Now application is gained from the Zelis homepage (<https://www.zelis.com/>). Click on "Client Login" in the top right corner.

2 Scroll down midway on the webpage until you reach the "Payer Application Logins" section. Click on "Family of Networks"

3 Confirm and accept the Zelis User Agreement

4 Select the "Zelis (Stratose)" network to access the Provider Now application User Agreement Page.



User Agreement

Please review the User Agreement including the information on the page and in the scroll box. It provides important details about the data contained within the Provider Now application and outlines the responsibilities of a member when scheduling a healthcare appointment.

By clicking the appropriate box, confirmation is provided that the agreement has been read and accepted. This action serves as an electronic signature indicating acceptance of the terms outlined in the User Agreement.

Step #1:

After reviewing the User Agreement, click in the confirmation box to accept the terms and conditions. The User Agreement will require confirmation when reentering the application.

Step #2:

The "Continue" button will remain light blue and inaccessible until the User Agreement is confirmed.

The screenshot shows the 'User Agreement' page. At the top, it says 'User Agreement'. Below that, there is a paragraph: 'Zelis 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.' Another paragraph follows: '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.' A third paragraph says: 'If you have questions regarding your benefit eligibility, please contact your health plan administrator or human resource manager for more information.' Below this is a scrollable text box containing: '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.' At the bottom, there is a checkbox: 'I confirm that I have read and accept the User Agreement'. To the right of the checkbox is a 'Continue' button. Two callout boxes with arrows point to the checkbox and the 'Continue' button. Callout 1 says: '1 After reviewing the User Agreement, click here to accept the agreement.' Callout 2 says: '2 "Continue" button will remain light blue until agreement is accepted.'

Step #3:

After the User Agreement has been accepted, the "Continue" button will turn dark blue. Click the "Continue" button to be directed to the Online Provider Directory page.

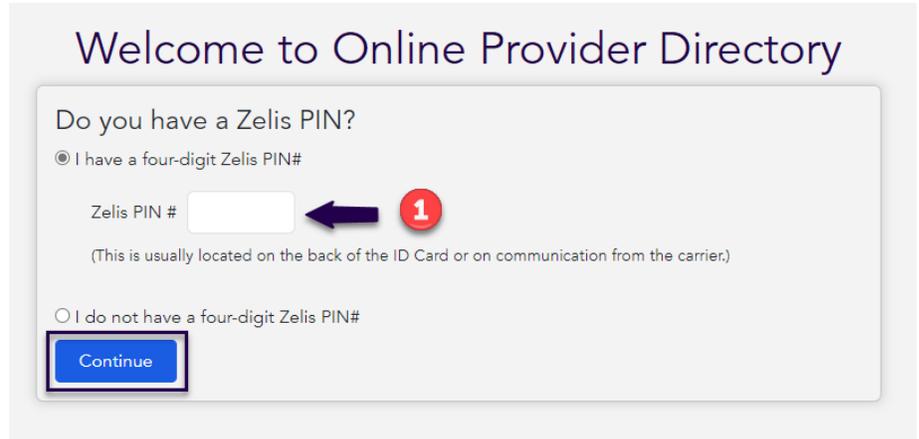
This screenshot is similar to the previous one but shows the 'Continue' button as dark blue. A callout box with an arrow points to the 'Continue' button. Callout 3 says: '3 Click highlighted "Continue" button to access application'.

The Online Provider Directory has two options to access the Provider Search home page. Please choose the appropriate selection.

Option #1:

If an employees benefit card or any other document containing the Zelis PIN number is available, please enter the four-digit number in the designated box and then click on the "Continue" button.

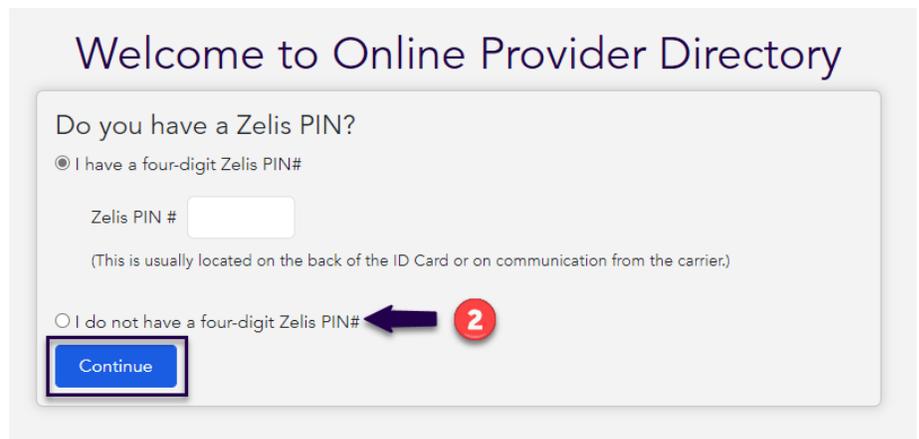
This will enable access to the relevant provider directory assigned.



Option #2:

If the card or the four-digit PIN number is not available, please click the radio button at the bottom of the page and then click on the "Continue" button.

This action will enable access to a supplemental provider directory.



Enter the correct PIN# located on the back of the ID Card or on the communication from the carrier. Entering the PIN# will populate the provider directory associated with the group name located in the header of the application. If the group name does not correspond with the members group, we recommend validating the PIN# and restarting the process.

Provider Search

Users can conduct a search by "Zip Code" or "City, State, County" while looking for "Doctors/Facilities" or "Hospitals". All required fields will be indicated with a red asterisk (*).

Zip Code Searching:

Option #1:

Allows the user to begin a provider search using any five digit domestic "Zip Code". This can be the user's home zip code, office zip code or any zip code.

Option #2:

Allows the user a place to enter the Zip Code and State selected as well as a "Distance". The "Distance" field allows the user to select from a variety of search radiuses starting at one and increasing up to 100 miles.

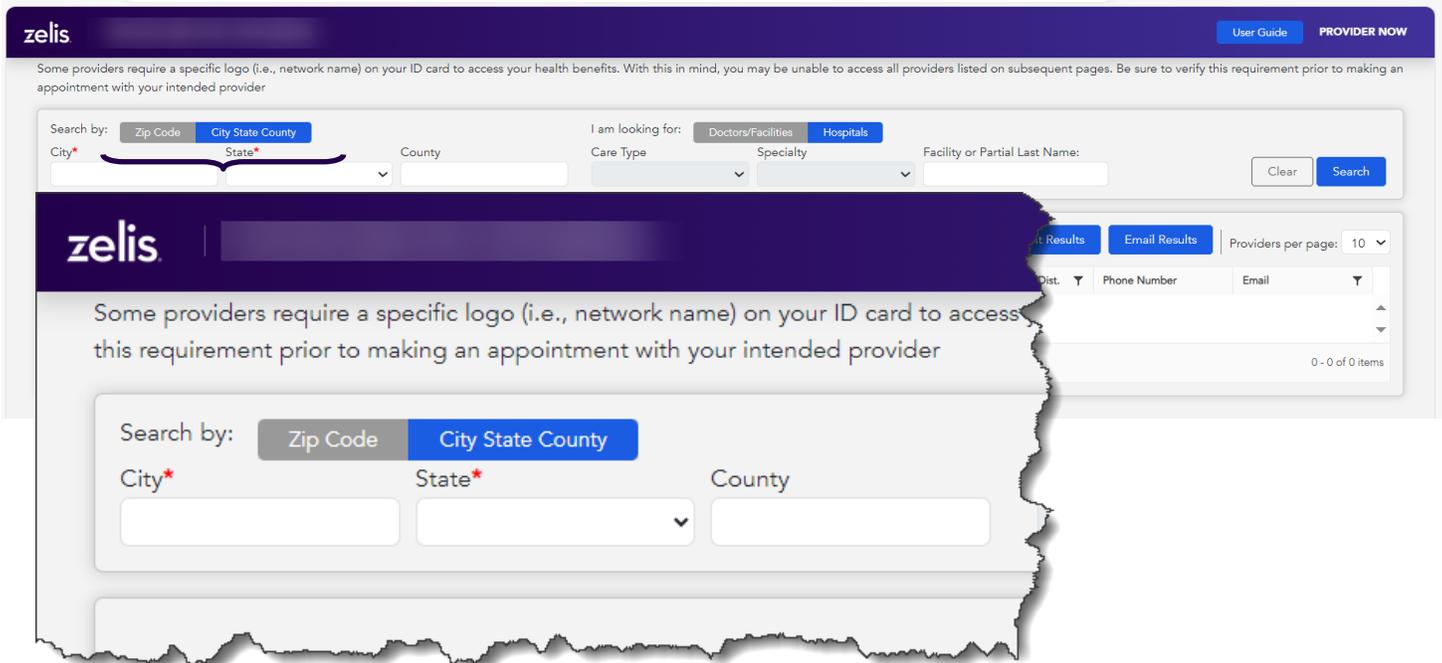
The chosen search option will be highlighted in blue. The unchosen search option will appear in gray.

The screenshot displays the Zelis Provider Search interface. At the top, there is a navigation bar with the Zelis logo on the left and links for "User Guide" and "PROVIDER NOW" on the right. Below the navigation bar, a disclaimer states: "Some providers require a specific logo (i.e., network name) on your ID card to access your health benefits. With this in mind, you may be unable to access all providers listed on subsequent pages. Be sure to verify this requirement prior to making an appointment with your intended provider." The main search area contains two tabs: "Zip Code" (highlighted in blue) and "City State County" (gray). Under the "Zip Code" tab, there are input fields for "Zip*" (with a red asterisk), "State", and "Distance" (set to 1). To the right, there are tabs for "Doctors/Facilities" (highlighted in blue) and "Hospitals" (gray), along with input fields for "Care Type", "Specialty", and "Facility or Partial Last Name". "Clear" and "Search" buttons are located to the right of the search fields. Below the search area, a search result page is shown with a dark blue header containing the Zelis logo and a blurred name field. The main content area of the result page repeats the disclaimer and shows the search options again, with "Zip Code" highlighted in blue. The "Distance" field is set to 1. On the right side of the result page, there is a "per page: 10" dropdown menu and a "0 - 0 of 0 items" indicator.

Provider Search (continued)

City, State, County Searching:

A minimum of "City" and "State" is required for the application. To select a particular state, choose an option from the drop down box. The "County" field is optional. The "City" and "County" fields are freeform. Please always check the spelling especially if no results are returned.



Choose between "Doctors/Facilities" or "Hospitals" when searching by "Zip Code" or "City, State, County"

Doctors/Facilities Searching:

When searching for "Doctors/Facilities", the "Care Type" and "Specialty" can be defined by using the appropriate drop down menus. A facility name or the partial last name of a physician can be added if you are searching for a particular location or doctor.

Provider Search (continued)

The screenshot shows the Zelis Provider Search interface. At the top left is the Zelis logo. At the top right are links for "User Guide" and "PROVIDER NOW". Below the header is a disclaimer: "Some providers require a specific logo (i.e., network name) on your ID card to access your health benefits. With this in mind, you may be unable to access all providers listed on subsequent pages. Be sure to verify this requirement prior to making an appointment with your intended provider." The search form has two tabs: "Zip Code" (selected) and "City State County". Under "Zip Code", there are fields for "Zip*", "State", and "Distance" (set to 1). Under "City State County", there are fields for "City*", "State", and "County". To the right, there are tabs for "Doctors/Facilities" (selected) and "Hospitals". Below these are "Care Type" and "Specialty" dropdown menus, and a "Facility or Partial Last Name:" text input. "Clear" and "Search" buttons are on the right. A list of results is partially visible on the left, showing "Name" and "Address" columns. A large blue banner with white text is overlaid on the results, repeating the disclaimer.

Hospitals Search:

When searching for "Hospitals", the "Care Type" and "Specialty" fields will become grayed out. A "Facility" or "Partial Last Name" can be added when searching for a particular location.

The screenshot shows the Zelis Provider Search interface with the "City State County" tab selected. The "Zip Code" tab is now grayed out. The "City*", "State*", and "County" fields are active. The "Doctors/Facilities" and "Hospitals" tabs are visible, with "Hospitals" now selected. The "Care Type" and "Specialty" dropdown menus are now grayed out, while the "Facility or Partial Last Name:" text input remains active. The "Search" button is highlighted in blue. A large blue banner with white text is overlaid on the results, repeating the disclaimer.

Once all the necessary information has been entered, click on the "Search" button to retrieve the relevant list based on the search criteria.

Search Results

Search Results:

The search results will be returned 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.

Some providers require a specific logo (i.e., network name) on your ID card to access your health benefits. With this in mind, you may be unable to access all providers listed on subsequent pages. Be sure to verify this requirement prior to making an appointment with your intended provider.

Search by: **Zip Code** City State County
I am looking for: **Doctors/Facilities** **Hospitals**
Zip* 07960 State Distance 1 Care Type Specialty Facility or Partial Last Name: Clear Search

Print Results Email Results Providers per page: 10

Name	Address	City	State	County	Zip	Specialty	Dist.	Phone Number	Email
AHS HOSPITAL	100 MADISON AVE	Morristown	NJ	Morris	07960	Hospital	0	9739715000	GAIL.RIVERA@ATLAN CHEALTH.ORG
INST FOR BEHAVIORAL HEALTH	95 MOUNT KEMBLE AVE	Morristown	NJ	Morris	07960	Hospital	0	9739714700	
INST FOR BEHAVIORAL HEALTH	95 MOUNT KEMBLE AVE	Morristown	NJ	Morris	07960	Psychiatric Hospital	0	9739714700	
MORRISTOWN MED CTR	100 MADISON AVE	Morristown	NJ	Morris	07960	Hospital	0	9739715000	GAIL.RIVERA@ATLAN CHEALTH.ORG
MORRISTOWN MEMORIAL HOSPITAL	100 MADISON AVE	Morristown	NJ	Morris	07960	Hospital	0	2019715000	
MORRISTOWN MEMORIAL HOSPITAL AHS HOSP	100 MADISON AVE	Morristown	NJ	Morris	07960	Hospital	0	8006194024	

1 - 6 of 6 items

Print Results Email Results Providers per page: 10

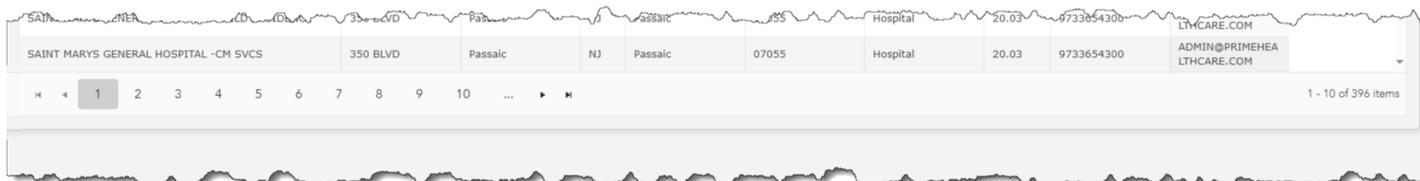
Name	Address	City	State	County	Zip	Specialty	Dist.	Phone Number	Email
ADVANCED SUBACUTE REHAB CENTER AT SEWELL	242 OLD NEW BRUNSWICK RD STE 370	Piscataway	NJ	Middlesex	08854	Hospital	16.65	9733058400	
AHS HOSPITAL	100 MADISON AVE	Morristown	NJ	Morris	07960	Hospital	0	9739715000	GAIL.RIVERA@ATL ANTICHEALTH.ORG
AHS HOSPITAL HACKETTSTOWN MED CTR	651 WILLOW GROVE ST STE A	Hackettstown	NJ	Warren	07840	Hospital	18.49	9088525100	
ALAMEDA CENTER FOR REHAB AND CARE	303 ELM ST	Perth Amboy	NJ	Middlesex	08861	Hospital	21.69	7324429540	
ALL GARDEN STATE PHYSICAL THERAPY AND SPORTS MED	750 BROADWAY STE B	Paterson	NJ	Passaic	07514	Hospital	20.92		AGSPT750BILLING @YAHOO.COM
AM DAY BEHAVIORAL HEALTH SVC	19 MICROLAB RD	Livingston	NJ	Essex	07039	Hospital	8.9	9735979244	
AM DAY BEHAVIORAL HEALTH SVC	19 MICROLAB RD	Livingston	NJ	Essex	07039	Psychiatric Hospital	8.9	9735979244	
AMBOY CARE CENTER	1 LINDBERG AVE	Perth Amboy	NJ	Middlesex	08861	Hospital	21.69	7328260500	
AMBOY CARE CENTER	2029 MORRIS AVE STE 2	Union	NJ	Union	07083	Hospital	13.61	9086863233	
ARISTACARE AT CEDAR OAKS	1311 DURHAM AVE	South Plainfield	NJ	Middlesex	07080	Hospital	15.26	7322879555	

1 - 10 of 396 items

Search Results (continued)

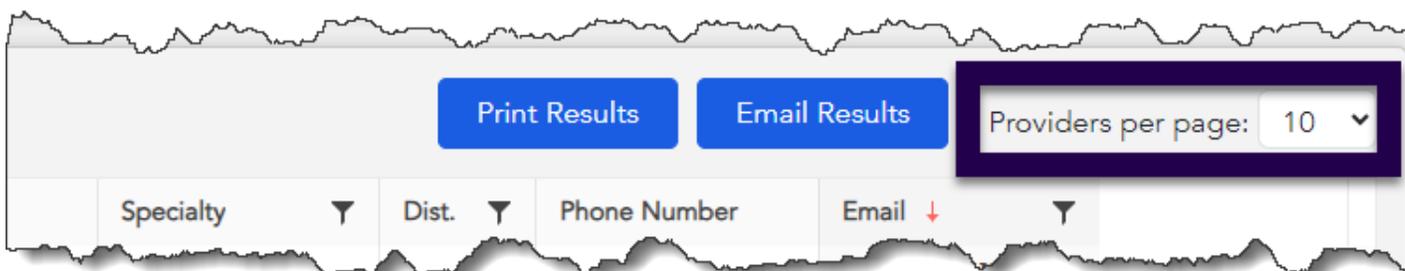
Page Selection:

On the bottom of this page, the user has the option select a specific page, go to the first and last page, or to jump on the previous or next page by clicking on the appropriate selection.



Providers per Page Selection:

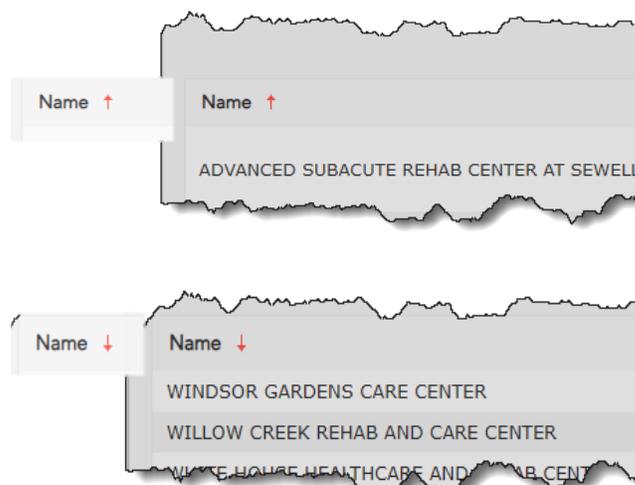
To select the number of results to display per page, click on the "Providers per page" dropdown arrow, located on the top right of the search results, to see the options: 10, 20, 50, or 100 per page.



Sorting Results:

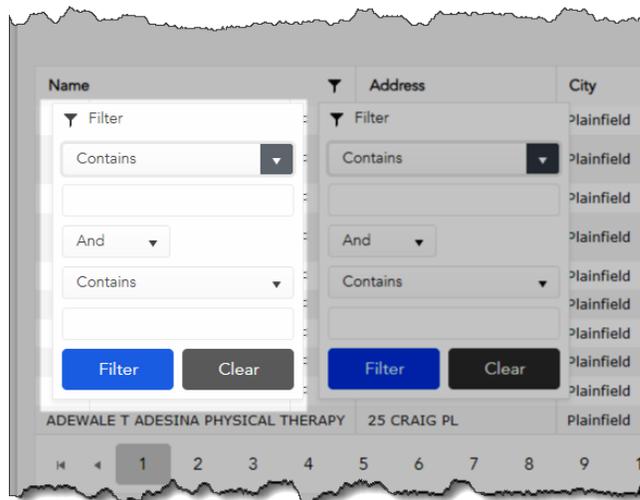
To sort the list by Name, Specialty, Distance, Network Name, or Email, simply click on the column heading and a red arrow will appear indicating the filter is ascending or descending.

If the PIN# option was chosen during the Online Provider Directory, the "Specialty" column will populate in the search results regardless in the field was populated for the search.



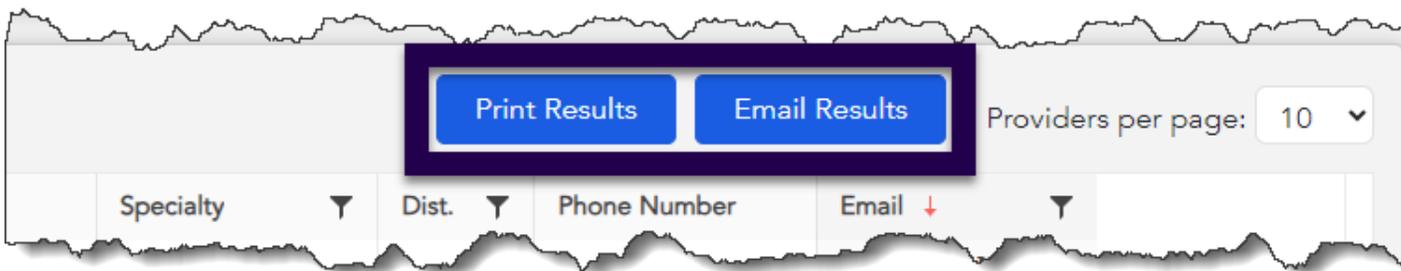
Filter Results:

To filter the Name column, Specialty column, Distance column, or Email column, click on the filter icon. A sub menu box will appear displaying filter options. Click "Filter" to apply the filter parameters. Click "Clear" to reset the filter fields .



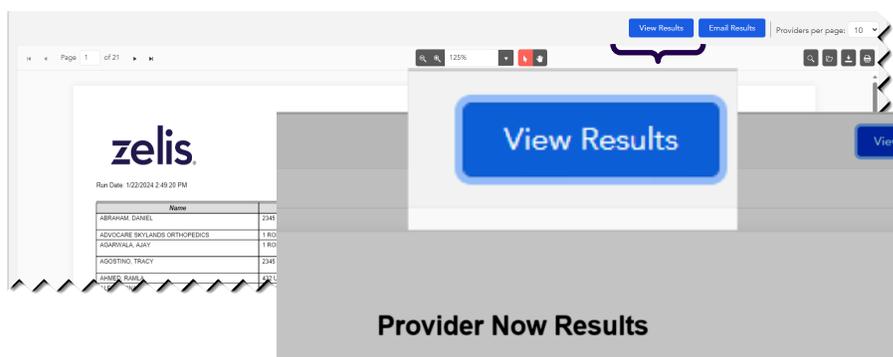
Print/Email Results: *

To print or email the search results to yourself or someone else, click "Print Results or Email Results" buttons at the top right of the page.



Printing Results:

To print the desired results, click on the "Print Results" button located at the top part of the screen. This action will launch a view of the results. The "Print Results" button will change to "View Results".

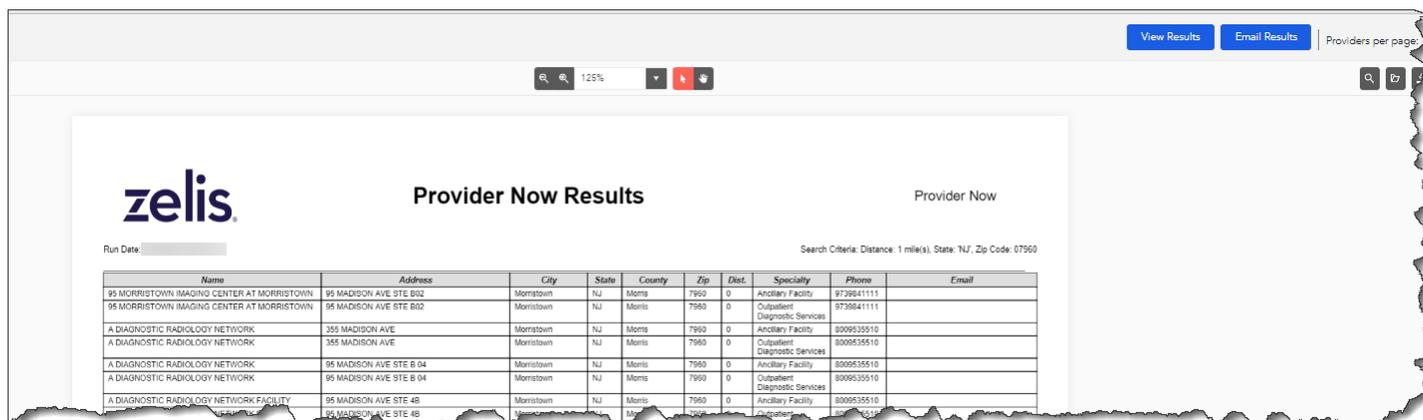


* **Disclaimer:** All provided data is accurate at the time of printing.

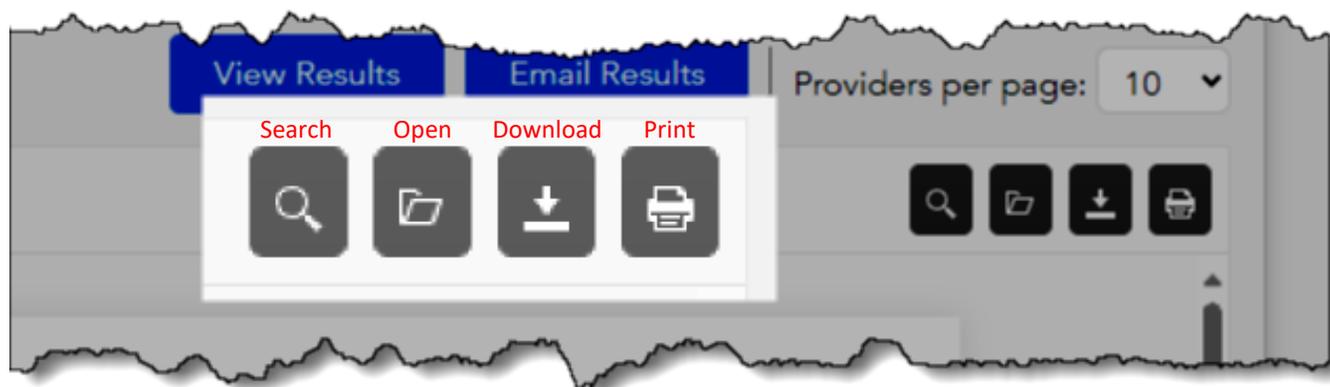
Search Results (continued)

View Results:

To return to view mode click on "View Results". The application will return to the results grid. The user can begin a new search while in the "View Results" mode by entering information in the "Zip" field while in the "Zip Code" option under "Search by:". Click on "Search" to refresh the data.



From this screen the user has the option to Search, Open, Download, and Print the results by clicking on the appropriate icon on the top right of the view results page.

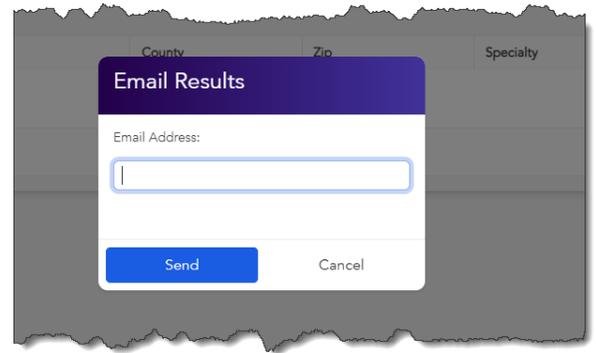


Emailing Results:

To email the desired results, simply click on "Email Report" from the top right portion of the results section.

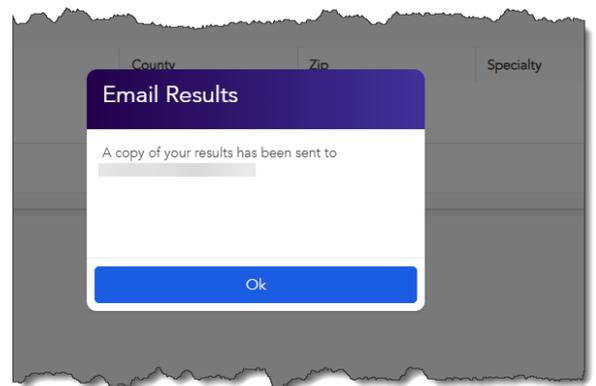
Search Results (continued)

A pop up box will appear requesting an "Email Address".

A screenshot of a web application interface showing a search results page with fields for 'County', 'Zip', and 'Specialty'. A modal window titled 'Email Results' is overlaid on top. The modal has a dark blue header with the title 'Email Results'. Below the header, there is a label 'Email Address:' followed by a text input field. At the bottom of the modal, there are two buttons: 'Send' (dark blue) and 'Cancel' (light grey).

Add the appropriate email address to the box ensuring proper spelling and click send. The results will be sent in a .pdf format to the email address entered within minutes.

A confirmation will appear when the results have been sent.

A screenshot of the same web application interface as above. The 'Email Results' modal window is now displaying a confirmation message: 'A copy of your results has been sent to' followed by a greyed-out area representing the email address. At the bottom of the modal, there is a single dark blue button labeled 'Ok'.



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 Zelis 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? PRIOR to scheduling an appointment with the provider, ensure you have your insurance card available to confirm whether the provider accepts your insurance.



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? Be sure to have your insurance card available when you are confirming provider participation. Identify both the network name in addition to your carrier or insurance provider PRIOR to making your healthcare appointment.



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