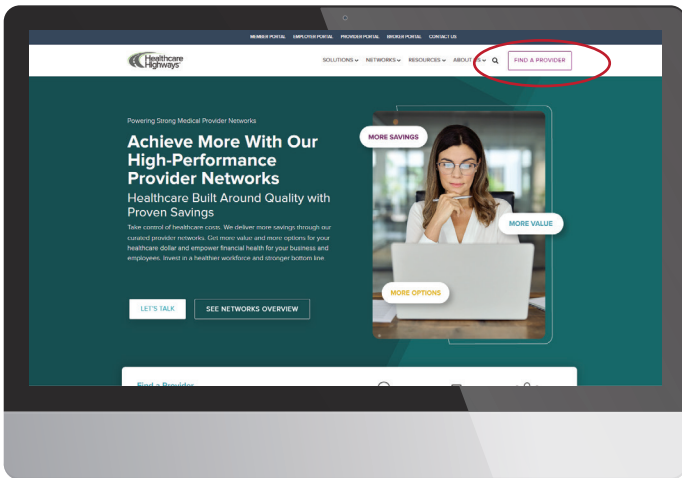
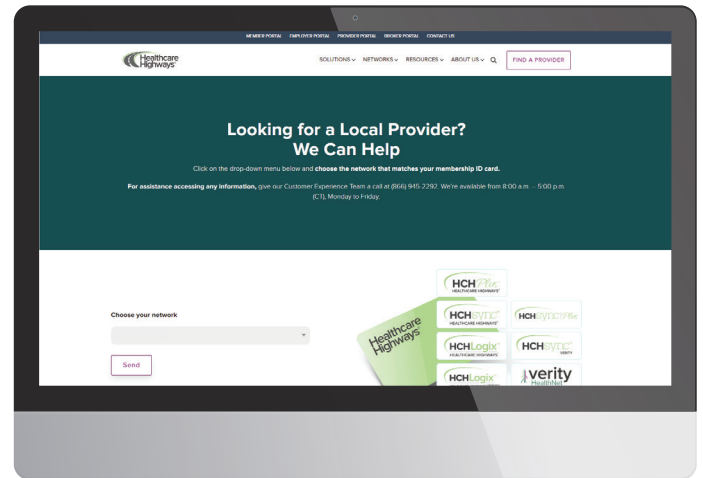


Finding an in-network provider through Healthcare Highways

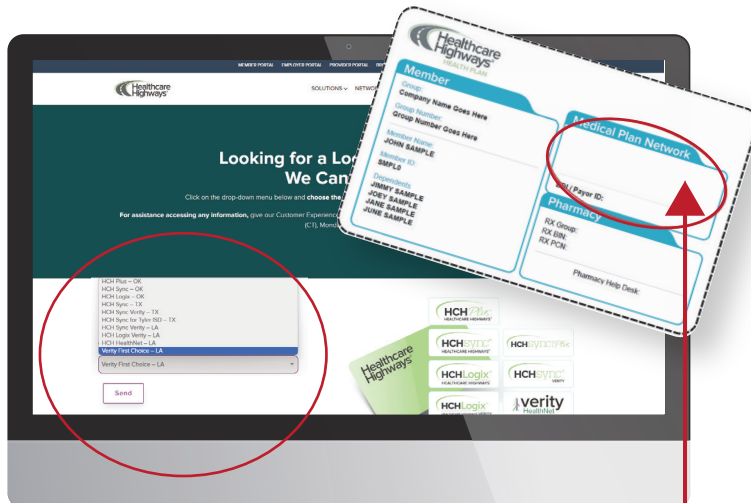
Welcome to Healthcare Highways! We're honored to be your healthcare partner. Let's help you find your in-network provider.



1. Go to www.healthcarehighways.com and click on the **Find a Provider** button in the upper right of the screen.

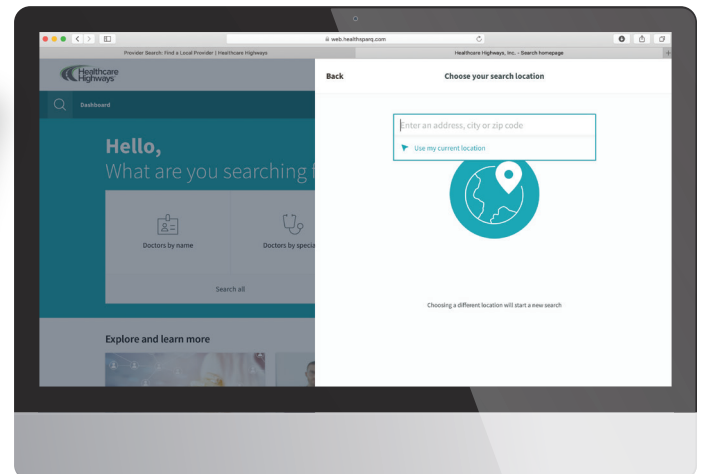


2. You've now accessed the provider search page. It's important to have your member ID card near by for reference when choosing your network.



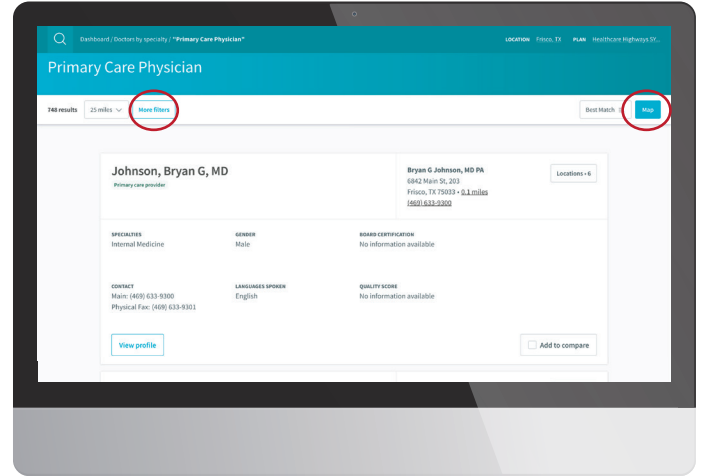
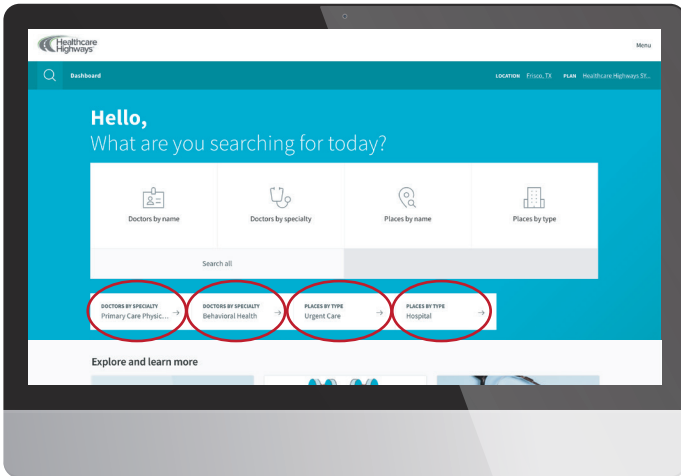
3. A drop-down menu will appear with different networks listed. Be sure to match the network logo on the front of your member ID card with the one listed on the screen.

Example ID Card shown above. Check the "Medical Plan Network" section for your network logo. Match the network name with the listing in the drop down.



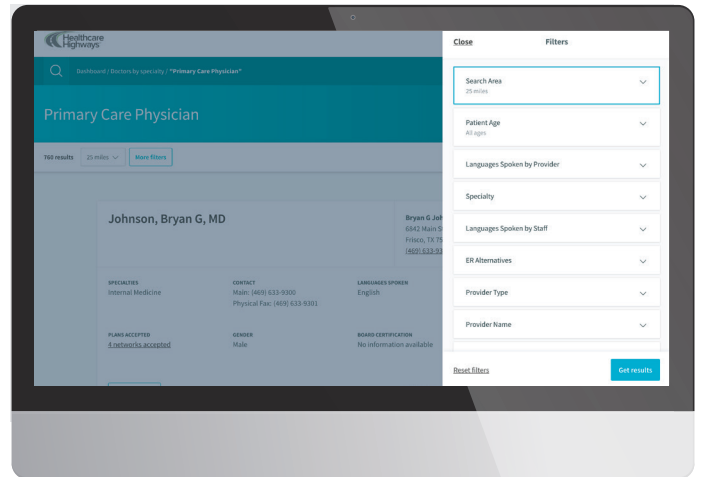
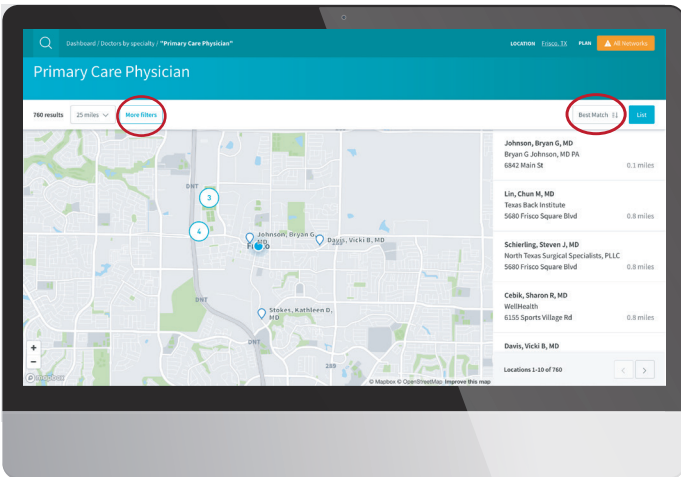
4. Start your search by entering your search location. Provide an address, city, or zip. You also have the option to allow us to use your current location.

At any time you can check to make sure that your location and network information are correct. Do this by viewing what is displayed in the upper right hand corner. It should reflect your location as well as your Healthcare Highways network selection next to the plan.



5. Now you can start your search for doctors, hospitals, specialists and more by selecting the icons on the main dashboard. If you're searching for a primary care provider, a specialty like behavioral health, or to find an urgent care in your network.

6. A list of one or more providers, facilities, or locations will appear, depending on your search parameters. A full profile card will be visible and will display all the information you'll need to know in order to make your selection. Use the map and filter section to further customize your search.



7. By selecting the **Map** button, you can view the location of your related search. You can also customize your results by distance, name, or by overall best match.

8. By selecting the **More Filters** button a filter screen will appear and will provide you the option to narrow your search by filters such as distance, patient age, preferred language, and more.

For more information or additional assistance, call our Customer Experience Team at **(866) 945-2292**. We're available Monday-Friday, 8 a.m. - 5 p.m. CST.