



# Provider Lookup Instructions

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The screenshot shows the 'Provider Lookup' web form. At the top left is the 'United Mine Workers of America Health & Retirement Funds' logo. The form is titled 'Provider Lookup' and is divided into three numbered steps:

- 1 Choose Your Search Options**: A dropdown menu is set to 'THE FUNDS PROVIDERS'. Below it are two radio buttons: 'Cooperating Providers' (selected) and 'All Providers'.
- 2 Enter Location**: A section titled 'ENTER LOCATION INFORMATION AND CHOOSE DISTANCE'. It contains input fields for 'City', 'State' (a dropdown), and 'Zip'. Below these is a field for 'Find providers within' with a value of '5' and a unit of 'miles of this location'.
- 3 Choose Provider Options**: A section titled 'SEARCH FOR A PHYSICIAN OR NON-PHYSICIAN AND SELECT SEARCH CRITERIA'. It has two radio buttons: 'PHYSICIAN SEARCH OPTIONS' (selected) and 'NON-PHYSICIAN SEARCH OPTIONS'. Under 'PHYSICIAN SEARCH OPTIONS', there are input fields for 'First Name' and 'Last Name', a 'Specialty' dropdown menu (set to 'Select'), and a 'Group Practice' input field. A note below says 'Select up to 10 Physician Specialties.' Under 'NON-PHYSICIAN SEARCH OPTIONS', there is a 'Name' input field and a 'Type' dropdown menu (set to 'Select'). A note below says 'Select up to 5 Facility Types.'

At the bottom left of the form is a green 'FIND' button.

## OVERVIEW

The Provider Lookup Portal is designed to assist the Funds beneficiaries in locating providers in their area and allows users to choose a designated search area, filter the distance or radius from a particular zip code, or search for a specific doctor or medical provider by name.

Users also have the ability to print detailed information about their selected provider or even create a complete provider directory to save or email for viewing at a later date.

## COOPERATING PROVIDERS

The Cooperating Provider Lookup Portal is designed to assist the Funds beneficiaries in locating providers in their area who have developed a relationship with the Funds. These providers have agreed not to balance bill the Funds beneficiaries for amounts over and above the designated fee schedule, with the exception of applicable co-payments and non-covered services.

## ALL PROVIDERS

If you are not able to locate a Cooperating provider in your area, you may wish to broaden your search by selecting the “All Providers” tab. Keep in mind that these providers have not agreed to accept the Funds fee allowance. However, if you are a Medicare eligible beneficiary and the Funds is your Medicare payer, your provider must accept the Funds Medicare fee allowance and can only bill you for applicable co-payments and non-covered services.

If you do not have Medicare and you elect to have services from a provider who is not a Funds Cooperating Provider, the provider may attempt to balance bill you for amounts over and above the Funds fee schedule. If this occurs, contact the Funds Call Center at **800-291-1425** for further assistance.

## NOMINATE A PROVIDER

If you wish to nominate a provider that you are currently seeing for admittance into the Funds Cooperating Provider Network, please call **804-335-1904**.

## GETTING THERE

Go to:

<http://www.umwafundsproviderlookup.org/SearchProviders.aspx>.

Before beginning your search, a Disclaimer will appear. After reading the Disclaimer, check the box acknowledging that you have received and read the Disclaimer. Click Continue.

### Disclaimer:

The United Mine Workers of America Health and Retirement Funds (the "Funds") is a group of five multi-employer plans that provide health and pension benefits to retired coal miners and their eligible dependents. The Funds has been in existence since 1946.

The Funds is headquartered in [Washington D.C.](#) and has Field Service Offices located in the coalfield areas of Alabama, Illinois, Indiana, Kentucky, Pennsylvania, Utah, Virginia and West Virginia. The Funds has approximately 200 employees, most of whom are located in the Washington, D.C. office. The Funds is separate and distinct from the United Mine Workers of America ("UMWA") and the

I acknowledge that I received and read the disclaimer above.

Continue

Cancel

If you click Continue without checking the acknowledgement box, a reminder will appear.

I acknowledge that I received and read the disclaimer above.

Please read the disclaimer and check the acknowledgement box above.

Continue

Cancel

## USING THE SEARCH FORM

### GENERAL NOTES

#### Zip Code Based Search

The Provider Lookup will search for providers based on a zip code, even if you don't enter a zip code. For example, if you enter a city and state, but no zip code, and select a 5 mile distance, the Provider Lookup first will identify a zip code in the city that you entered. Next, it will search for providers within a 5 mile radius of that zip code.

#### Provider Search Options

The Funds Provider Portal is continuously updated as providers are added, deleted, and updated. Please remember to check your provider's network status as close to your requested appointment time as possible.

#### Try a Broad Search First

If your search does not return as many providers as you would like, edit your search criteria and broaden your search. Try searching without specifying a gender or language preference and increase your distance to 75 or even 100 miles.

## USING THE SEARCH FORM

### CHOOSING A LOCATION AND DISTANCE

To begin your search, at minimum, enter a zip code or a city and state. Then select the radius or distance from your location you are willing to travel to visit a provider.

Remember, the Funds Provider Lookup is a zip code based search application and will search for providers based on a zip code, even if you don't enter one. For example, if you enter a city and state, but no zip code, and select a 5 mile distance, the Provider Lookup first will identify a zip code in the city that you entered. Then it will search for providers within a 5 mile radius of that zip code.

*\*If your initial search criterion does not provide you with a suitable selection of results, remember to expand your mileage. For example, increase the mile radius from 5 miles to 25 miles to view a broader selection of providers.*

*\*\*Please keep in mind that doctors/physicians, in many instances, practice at many physical locations. It is always advisable to call ahead and verify that your selected practitioner is available at your desired location.*

### SELECTING PROVIDER OPTIONS

If you are searching for a doctor, surgeon, physical therapist or other medical professional, click on the button next to PHYSICIAN SEARCH OPTIONS. Fill in as much or as little information as you like, **but at minimum, do ONE of the following:**

- ▶ Enter a Last Name
- ▶ Enter a Group Practice name
- ▶ Select one Physician Specialty

If you are searching for a hospital, clinic, therapeutic center, laboratory or other medical care facility, click on the button next to HOSPITAL OR FACILITY SEARCH OPTIONS. You must enter a Name or select at least one Facility type. You may choose up to 10 Physician Specialties or select up to 5 Facility Types, simply by checking the box to the left of the specialties or facility types you are interested in searching.

**Note:** when you enter a name of a physician or a facility, you may want to focus on the part of the name that is most distinguishable. For example, if you are searching for Riley Hospital for Children, it would be best to enter only "Riley" for the Name.

The screenshot shows a two-step search form. Step 2, 'Enter Location', has a title bar and a section titled 'ENTER LOCATION INFORMATION AND CHOOSE DISTANCE'. It contains input fields for 'City', 'State' (a dropdown), and 'Zip', along with a 'Find providers within' dropdown set to '5' miles. Step 3, 'Choose Provider Options', has a title bar and a section titled 'SEARCH FOR A PHYSICIAN OR NON-PHYSICIAN AND SELECT SEARCH CRITERIA'. It features two radio buttons: 'PHYSICIAN SEARCH OPTIONS' (selected) and 'NON-PHYSICIAN SEARCH OPTIONS'. Under the physician options, there are fields for 'First Name', 'Last Name', a 'Specialty' dropdown (with a note 'Select up to 10 Physician Specialties.'), and a 'Group Practice' field. Under the non-physician options, there are fields for 'Name' and a 'Type' dropdown (with a note 'Select up to 5 Facility Types.'). A green 'FIND' button is located at the bottom left of the form, with an orange arrow pointing to it.

**When you have finished entering all of your search criteria and are done with the Search Form, be sure to click the **FIND** button.**

## PROVIDER RESULTS: LISTING PAGES

After you entered all of your search criteria and clicked the FIND button, you will receive results that look similar to the ones in the image below. Your provider search results are displayed in a table format, which you can reorganize or reorder according to your viewing preference. While navigating through your provider listing pages, note that you may edit your search criteria, start a new search and create a personal Provider Directory all from features displayed in the left column.

1. When you receive your results, you will see the following at the top of the page: the number of records found, the page currently being displayed and the total number of pages of providers found, as well as the records currently being displayed.
2. When you want to see the details for a specific provider, simply click on the name of the provider displayed in blue type. A new page will open with details for that provider.
3. On the top right side of the page, you can change how many records will display on a page. Note that if you change this number, you also alter the information in #1.
4. Under RESULTS PER PAGE are the links for navigating from page to page of provider records. Depending on the number of providers returned, you may see FIRST, PREVIOUS, NEXT and LAST links.
5. The column heads in the blue bar allow you to change how the records are organized. If you click on the PROVIDER NAME column heading, you will reorganize the results in alphabetical order of the provider's name. If you click on the DISTANCE column heading, you will reorganize the results by how close the provider is to your location. You can manipulate each column in the same way (except for MAP).
6. If you want to see a preview of a provider's location, click on the MAP link in orange type. You can also see a map of the location when viewing a provider's details.
7. If you click on the browser's Back button, you will return to the Disclaimer and will lose the search criteria you previously entered. Try to avoid using the Back button.
8. If you want to change your search criteria, click on the EDIT button. For details on this feature, see page 8.

**SEARCH CRITERIA**

THE FUNDS PROVIDER - Cooperating Providers

LOCATION - State: WV Zip: 25404

DISTANCE: 10 miles

PROVIDER OPTIONS - Physician Specialty: Family Practice, General Practice, Internal Medicine

CHANGE YOUR SEARCH

EDIT NEW

MY PERSONAL DIRECTORY

Create a PDF file of all providers included in this search and send the file by our email or download it to your computer.

Save PDF to my email

Save PDF to my computer

**Provider Search Results**

135 RECORDS FOUND • PAGE 1 OF 14 • 1-10 RECORDS DISPLAYED

RESULTS PER PAGE: 10

NEXT > LAST >>

PROVIDER NAME	ADDRESS	PHONE	SPECIALTY	DISTANCE	MAP
ARSHAD, MOHSIN Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map
BAILEY JR, JAMES D* Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map
BEANE, DAVID JOEL* Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map
BERRY, O DJIANE* Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map
BOWERS II, ROBERT J* Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map
BURRELL, CARMEN D* Practice:MEDEXPRESS URGENT CARE INC-WEST VIRGINIA	MEDEXPRESS URGENT CARE-MARTINSBURG 1357 B EDWIN MILLER BLVD MARTINSBURG, WV 25404	304-293-6753	Family Practice	0 miles	Map

## PROVIDER RESULTS: DETAIL PAGES

After you select a specific provider, a page like the one below will open with details for that provider.

1. This area lists the details for a specific provider.
2. If you wish to return to the listing pages to select another provider, click on the Return to Results icon.
3. If you would like to print the details for this specific provider, click on the Print icon. The Map is not included when using this print function.
4. If you would like to change your search criteria, remember to click on the EDIT button here. If you would like to start your search over, click on the NEW button. For details on this feature, see page 8.
5. To see a more detailed map, click on the SEE LARGER MAP link. This will open a new browser window in Google Maps. To get directions to the provider, click on the GET DRIVING DIRECTIONS link. This will open a new browser window in Google Maps with a field for you to enter a starting address. Once you enter a starting address, you will receive detailed driving instructions that you can print or view.
6. This area displays a small map, which you can manipulate. Note that in some cases, if Google Maps does not recognize the address, nothing will be displayed in this area.

**United Mine Workers of America Health & Retirement Funds**

**SEARCH CRITERIA**

THE FUNDS PROVIDER - Cooperating Providers

LOCATION - WV 25404 Distance: 10 miles

PROVIDER OPTIONS - Physician Specialty: General Practice, Internal Medicine

**CHANGE YOUR SEARCH**

[EDIT](#) [NEW](#)

**Dr. John Doe MD**

**Details**

Provider Name	Dr. John Doe MD
Address	000 N Avenue Road New City, WV 25402
Phone Number	304-555-5555
Medical Practice Name	New City Medical Group Association
NPI	000988000
Cooperating Provider	Yes
Specialty	Internal Medicine

**Map**

Dr. John Doe MD  
000 N Avenue Road  
New City, WV 25402

DISTANCE FROM YOUR LOCATION: 4 MILES  
[SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

Map showing location near City Hospital and Co Route 10/101.

## CHANGING SEARCH CRITERIA

When you receive provider records from a search, and you wish to return to the Search Form to either edit the search criteria or to start over, please remember not to click on your browser's back button. If you do, you will return to the Disclaimer window, not the Search Form.

The orange Search box lists all of the criteria you entered in the Search Form. At the bottom are two buttons. When you click on the EDIT button, you will return to the Search Form and it will include your previous selections. When you click on the NEW button, you will return to the Search Form and it will be clear of your previous choices and ready to start a completely new search.

The Search Criteria box is located on the left column of all of the Provider Lookup results pages.

**SEARCH CRITERIA**

**THE FUNDS PROVIDER -**  
Cooperating Providers

**LOCATION -**  
State: WV  
Zip: 25404  
Distance: 10 miles

**PROVIDER OPTIONS -**  
Physician Specialty: Family Practice, General Practice, Internal Medicine

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**CHANGE YOUR SEARCH**

**EDIT**   **NEW**

## CREATING A PERSONAL DIRECTORY

The Personal Directory feature allows you to create a Portable Document Format (PDF) file of your search results. You can only create a Personal Directory when you are viewing the search results; you cannot create a Personal Directory from a provider's detail page. Your Personal Directory is limited to the first 1000 providers found in a search.

A PDF reader is required to open, read and print your Personal Directory. To download the latest free Adobe Acrobat Reader, please visit the Adobe website at: <http://get.adobe.com/reader/otherversions/>



### Send Function

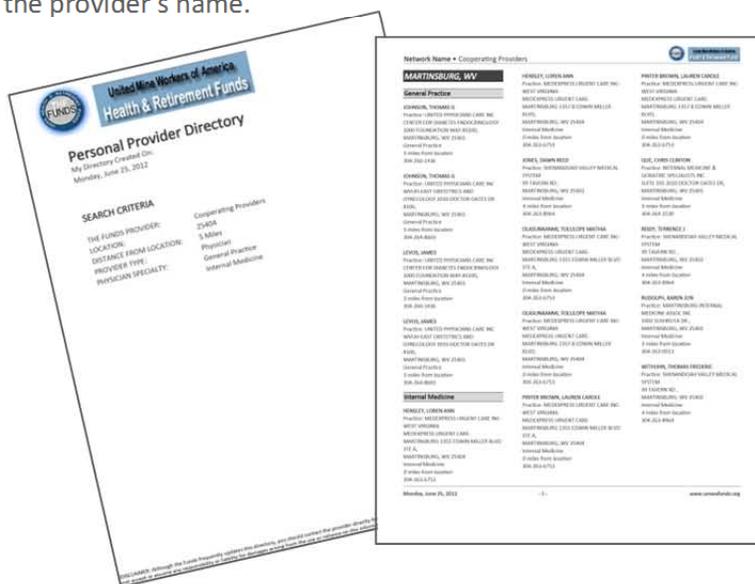
To send your Personal Directory to your email, simply type in your full email address and click on the SEND button. Please note that employers and email services often put restrictions on incoming messages. These include rules on what is considered junk email and limitations on the size of attachments. Large Personal Directories, such as those with the maximum of 1000 providers, can be over 5 MB in size. You should receive an email with your Personal Directory within an hour of creating it. The email will include the following text in the subject line: Your Personal Directory sent from the Funds Provider Lookup.

### Save Function

If you click on the SAVE button, first you will be asked "Do you want to open or save this file?" If you choose to open the file, the PDF file of your Personal Directory will open immediately. You can page through the document, print it or even choose to save it by selecting "File" and then "Save" from Adobe Acrobat Reader's menu. If you choose to save your Personal Directory, you must navigate to the file location in your computer where you want to save the PDF file.

### Directory Format and Organization

Your Personal Directory is organized by City first, then by Physician Specialty or Facility Type, and then by alphabetical order of the provider's name.



## FREQUENTLY ASKED QUESTIONS

**Q** Is every provider listed in the search results on my approved list of preferred providers?

**A** If you selected “Cooperating Providers,” yes. If you selected “All Providers,” you will see a mixture of Funds Cooperating Network Providers and Non-Network providers. You may go to any of these providers for services, however, those who are not Cooperating Providers with the Funds may attempt to balance bill you for the amount over and above the Funds fee schedule. Should that happen, please call the Funds at 800-291-1425.

**Q** My search found more than 1000 providers but the Provider Lookup would only display 1000 records. How does the Provider Lookup decide which 1000 providers to list?

**A** You can choose which 1000 providers to display by reorganizing the provider listing table. For example, if you organize the table by Provider Name, you will see the first 1000 providers in alphabetical order by their last names. If you organize the table by Distance, you will see the first 1000 providers closest to you.

**Q** Can I search for Doctors and Hospitals at the same time?

**A** No. In the search form, you can either choose to search for physicians such as doctors, surgeons and physical therapists, or you can choose to search for non-physicians such as hospitals, laboratories, diagnostic testing centers and clinics.

**Q** How often do you update your provider data, such as correcting a doctor’s address, including new providers or adding more provider details?

**A** Provider data changes are uploaded to the Funds Provider Lookup once a month.

