

# Zelis Provider Directory Search

## 01 Accessing the Zelis Provider Directory Search

Access to provider directories is available here: [www.myzelis.com](http://www.myzelis.com)

## 02 Entering the Zelis Provider Directory

Please read and accept the Terms and Conditions, then click the **CONTINUE** button to enter the directory portal.

TERMS AND CONDITIONS

Zelis takes your healthcare needs seriously and is pleased to provide you with this online directory. Data for this directory is collected from Preferred Provider Organizations and, in some cases, from the providers themselves. 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 advise you to contact the provider or health care facility before seeking treatment of services to confirm the provider's or health care facility's participation in the network.

Use of this directory does not guarantee eligibility or benefits. It is the responsibility of the participant to provide proof of eligibility and benefits to the medical provider. Please confirm your benefits by contacting your Health Plan Administrator or your Human Resources Representative. 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.

Criteria used to build this provider network: For its networks, Zelis chooses licensed, certified, accredited or otherwise duly authorized providers based on their dedication to providing quality medical care to patients in a cost-effective manner. Zelis chooses provider networks based on their history of assuring quality providers and facilities.

Language services and ADA notice:

Note that language interpreter services, at no cost to you, the enrollee, are available to help you understand the information in this directory. Please call Zelis at 888-266-3053 for more information about language services.

All members/enrollees are entitled to full and equal access to covered services subject to the provisions of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. No qualified individuals with a disability may, by reason of such disability, be excluded from participation in or be denied the benefits of any covered services. Please call your insurance carrier's/Health Plan's customer service number(s) listed on your benefit ID card for more information.

You can also receive a paper version of this provider directory by contacting Zelis at 888-266-3053.

This directory 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.

I confirm that I have read and accept the TERMS AND CONDITIONS

CONTINUE

## 03 Member Access

There are 2 search options:

- Search by Member ID
- Search by an Access Code/Group ID/ PIN and State

Enter one of the above, and select the applicable state.

Click **GO TO DIRECTORY**.

### WHAT TYPE OF ID DO YOU HAVE?

- Member ID       Access code/Group ID/PIN

Required

Enter the ID

Required

Select a state

GO TO DIRECTORY

## → Access to Network Directories

Please note this portal will now take users directly to the applicable network websites, for the most up-to-date provider information possible. Members will see the below message appear at the top of the screen before redirecting:

Please note you are being redirected to the network's direct provider search tool for the most up to date information. If you need assistance searching providers, please call 888.621.7900.



Welcome to the

# Zelis Provider Directory Search

## The National Access Program ID Card

**Example**

Note: your routing may vary.

 <p><b>NATIONAL ACCESS PROGRAM</b></p> <p>For National Access when outside the Primary PPO service area, present this card along with your primary medical ID card.</p> <p><b>Please do not discard your primary medical ID card.</b></p> <p><a href="http://www.myzelis.com">www.myzelis.com</a></p> <p>To Locate Providers <b>888-621-7900</b></p>	<table border="0"> <tr> <td> <b>First Health Network</b></td> <td>FHN: AK, CA, DC, FL, GA, IA, KS, MA, MD, ME, MS, NC, NE, OK, OR, SC, UT, VA</td> <td> <b>PHCS</b></td> <td>PHCS: CT, HI, ID, KY, MO, NH, NM, NV, NY, RI, TN, VT, WA</td> </tr> <tr> <td> <b>NANCI</b></td> <td>HCAL: AL</td> <td> <b>encore</b></td> <td>Encore: IN</td> </tr> <tr> <td> <b>HFN</b></td> <td>HFN: IL</td> <td> <b>Cofinity</b></td> <td>Cofinity: CO, MI</td> </tr> <tr> <td> <b>Arizona Foundation</b></td> <td>AZ Foundation: AZ</td> <td> <b>INTERWEST</b></td> <td>InterWest Health: MT, WY</td> </tr> <tr> <td> <b>HealthSmart</b></td> <td>HealthSmart: OH, TX</td> <td> <b>Devon</b></td> <td>Devon: DE, PA</td> </tr> <tr> <td> <b>America's PPO</b></td> <td>America's PPO: MN, ND, SD</td> <td> <b>PPOplus</b></td> <td>PPOplus: AR, LA</td> </tr> <tr> <td> <b>4MOST</b></td> <td>4MOST: WV</td> <td> <b>chn</b></td> <td>CHN: NJ</td> </tr> <tr> <td></td> <td></td> <td> <b>HealthEOS</b></td> <td>HealthEOS: WI</td> </tr> </table> <p><b>CLAIMS: SUBMIT TO ADDRESS ON PRIMARY MEDICAL ID CARD.</b></p> <p>This card does not prove membership nor guarantee coverage. For verification of benefits, please contact member services listed on your primary medical ID card.</p> 	 <b>First Health Network</b>	FHN: AK, CA, DC, FL, GA, IA, KS, MA, MD, ME, MS, NC, NE, OK, OR, SC, UT, VA	 <b>PHCS</b>	PHCS: CT, HI, ID, KY, MO, NH, NM, NV, NY, RI, TN, VT, WA	 <b>NANCI</b>	HCAL: AL	 <b>encore</b>	Encore: IN	 <b>HFN</b>	HFN: IL	 <b>Cofinity</b>	Cofinity: CO, MI	 <b>Arizona Foundation</b>	AZ Foundation: AZ	 <b>INTERWEST</b>	InterWest Health: MT, WY	 <b>HealthSmart</b>	HealthSmart: OH, TX	 <b>Devon</b>	Devon: DE, PA	 <b>America's PPO</b>	America's PPO: MN, ND, SD	 <b>PPOplus</b>	PPOplus: AR, LA	 <b>4MOST</b>	4MOST: WV	 <b>chn</b>	CHN: NJ			 <b>HealthEOS</b>	HealthEOS: WI
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## Redirect Message Options

Please note this portal will now take users directly to the applicable network websites, for the most up-to-date provider information possible. When members select a state for PHCS, they will see this message below:

Please note you are being redirected to the network's direct provider search tool for the most up to date information. Please choose PHCS network, Extended PPO as your network choice. If you need assistance searching providers, please call 888.621.7900.

Please note this portal will now take users directly to the applicable network websites, for the most up-to-date provider information possible. When members select Wisconsin for HealthEOS, they will see this message below:

Please note you are being redirected to the network's direct provider search tool for the most up to date information. Please choose HealthEOS network as your network choice. If you need assistance searching providers, please call 888.621.7900.