

Healthcare Provider Directory Fact Sheet

What is the Healthcare Provider Directory?

The Healthcare Provider Directory (HPD) is a listing of healthcare organizations and providers participating with ProviDRs Care Network. The HPD is updated regularly. However, members are encouraged to confirm their provider is participating in the network prior to their appointment.

In Network Providers in ProviDRs Care Service Area

Participating providers in ProviDRs Care Network are listed in the online provider directory at <https://services.providrscare.net/provlookup/GetGroup.aspx>.

Members should use their Group Number to identify in-network providers for their specific health plan. If you do not know your group number, or have trouble logging in to the provider directory, please contact ProviDRs Care Member Services, Mon-Fri 8:30am to 4:30pm CST at (800) 801-9772.

Participating providers have agreed to provide in-network services and cannot bill members for any additional costs outside of the member's out-of-pocket responsibility. Members should always try to see an in-network provider to avoid being balance billed by the provider.

For emergency care, call 911 or go to the nearest emergency room.

Out-of-Network Providers Inside ProviDRs Care Service Area

Out-of-network providers are those that do not have an agreement with ProviDRs Care Network. Except for emergency care, you will have to pay more for care from providers who are out of the network.

Network Outside of ProviDRs Care Service Area

Your health plan may use another provider network for services outside the ProviDRs Care service area. These are also referred to as wrap networks and/or national networks and are typically used for members traveling outside of Kansas. A commonly used wrap network is First Health. You can find in-network providers in First Health online at <https://providerlocator.firsthealth.com/LocateProvider/SelectNetworkType>. Please check your ID card to confirm if your health plan uses a network for providers outside of the ProviDRs care service area and/or which network they use.

How do I request a provider to participate in the network?

Members can nominate a provider to participate in the network by completing the Provider Nomination Form found online at <https://providrscare.net/provider-nomination-form/>. Members are also encouraged to contact the provider and make the request to their provider.