FIND A DOCTOR / PROVIDER DIRECTORY SEARCH

USER GUIDE

COMMUNITY HEALTH PLAN of Washington™
The power of community

Apple Health (Medicaid)
Medicare Advantage
Individual & Family Plans

REVISION HISTORY

Version	Date	Prepared By	Summary of Changes
V1.0	September 2025	Pranitha Kashyap	DRAFT
V1.1	September 2025	Pranitha Kashyap	Updates after UI changes

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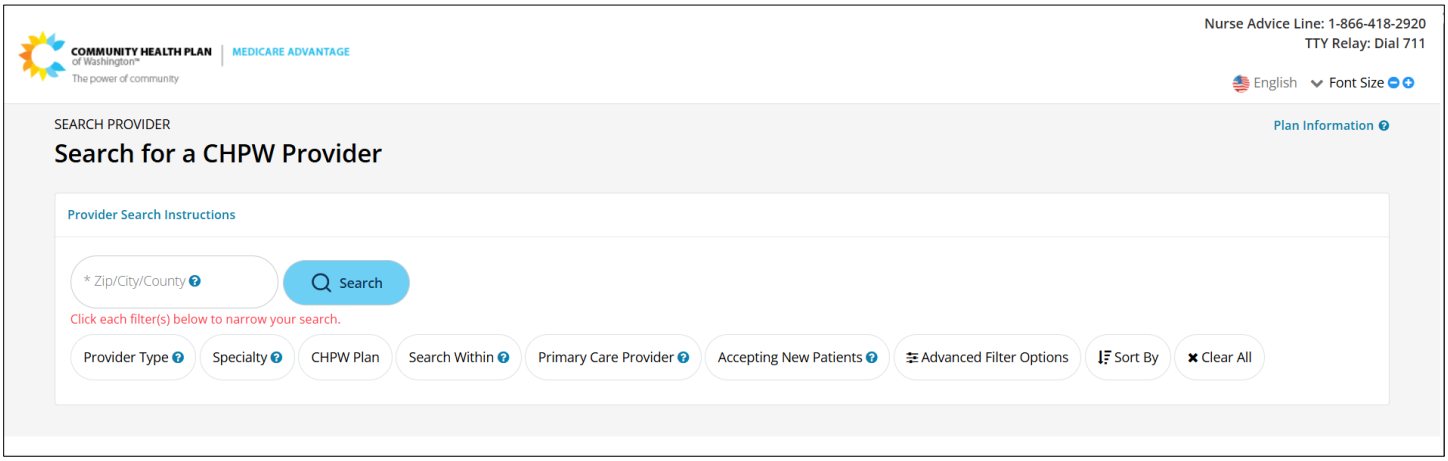
Accessing the Provider Directory Search

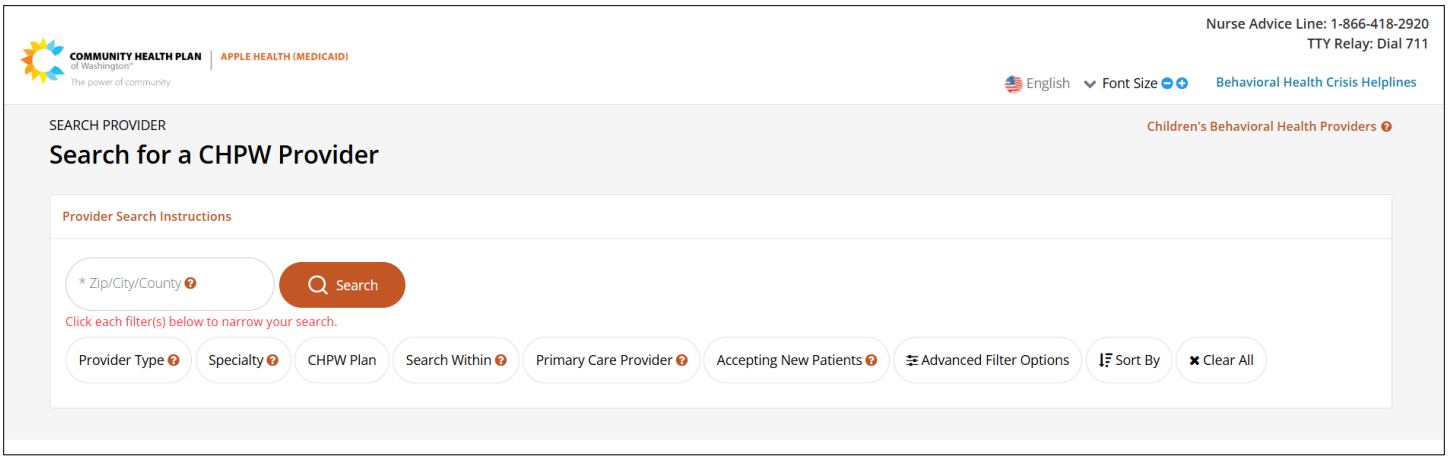
The Provider Directory Search/ Find a Doctor Tool can be accessed using the portal links as a guest user.

The Find a Doctor Tool page will be displayed based on the LOBs which have different coloured portal pages.

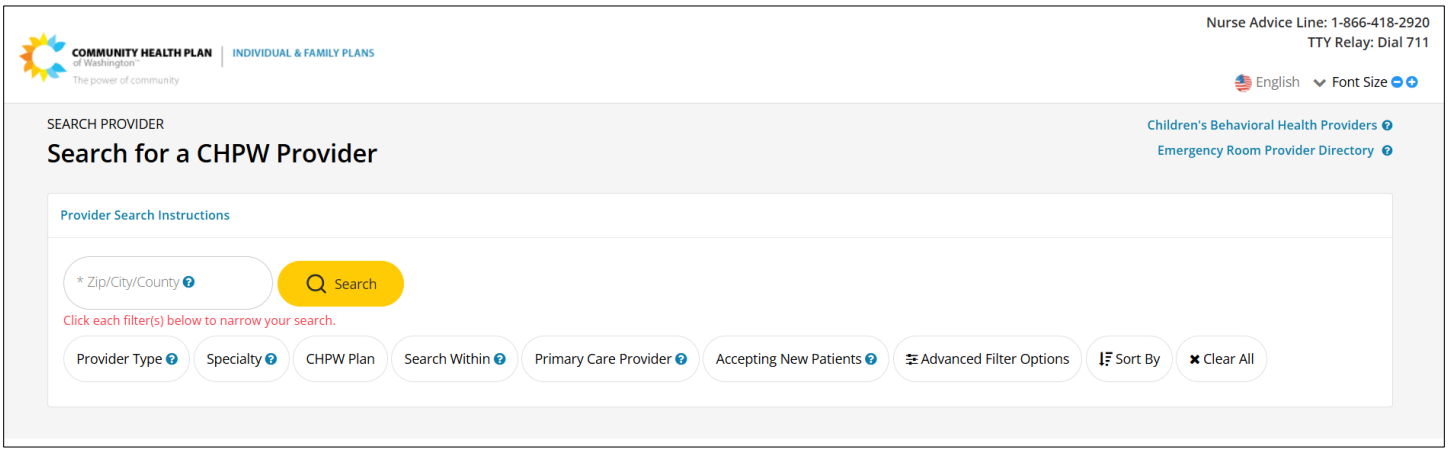
Medicare



Medicaid



Cascade



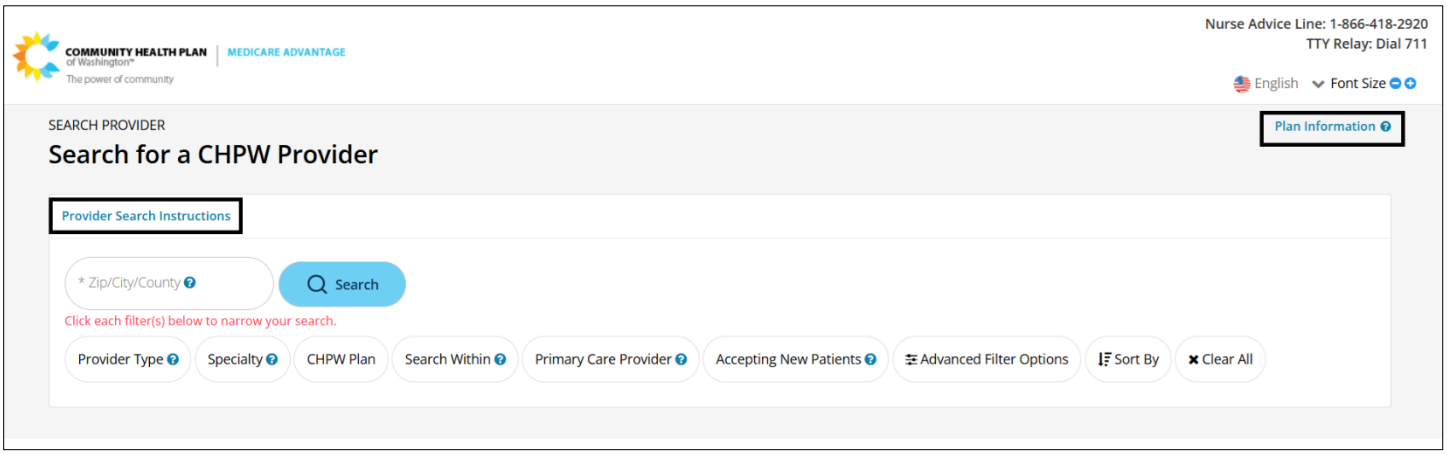
How to Find a Doctor

Follow these step-by-step instructions to search for a Doctor/Medical Professionals, Hospital, Facility, Pharmacy or Urgent Care using **Find A Doctor** feature as a guest user.

Screens

Provider Directory – Find a Doctor

As previously noted, you may have different coloured portal pages depending on your plan.

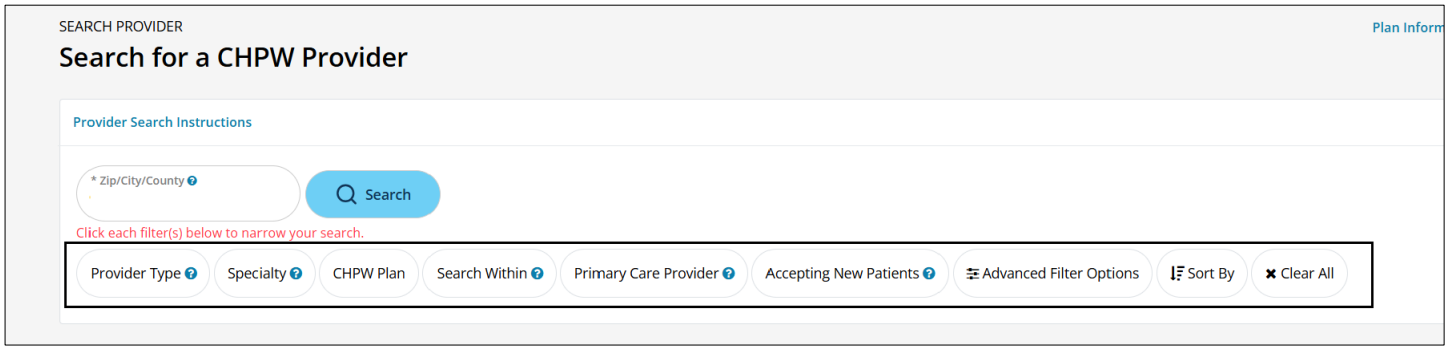


On the ***Search for a CHPW Provider*** page, the links **Plan Information** and **Provider Search Instructions** is displayed, which when clicked opens a PDF with the plan information based on the health plan and the latter displays the instructions of how to search for a provider as a pop-up screen respectively.
Zip code/City/County search text field is displayed where the zip code/city/county can be entered and searched using the Search button.

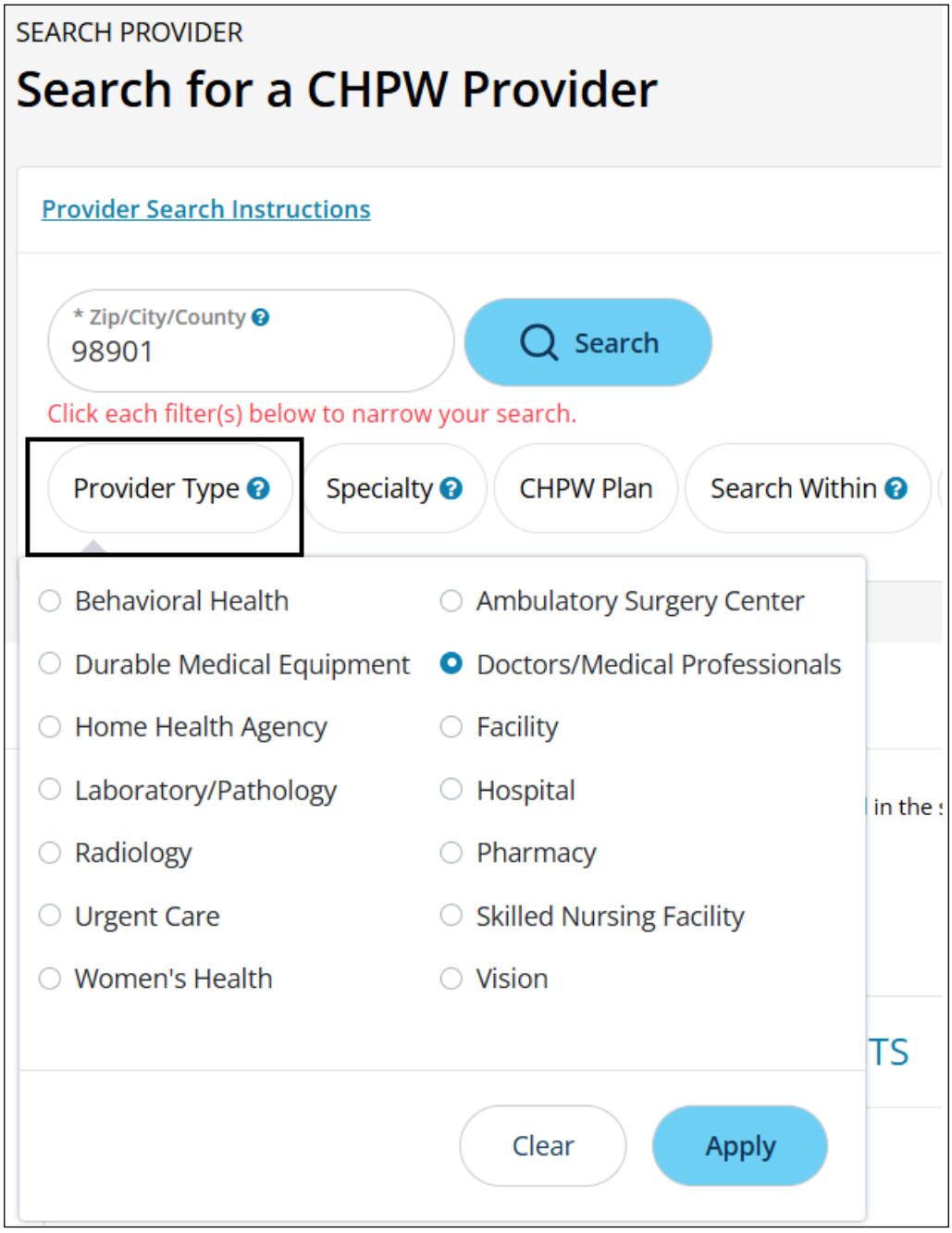
The below options are provided to narrow down the search results:

- **Provider Type -** Provides a range of provider options to select from the list.
- **Specialty -** Provides list of specialities to choose from displayed in alphabetic order
- **CHPW Plan -** Search for providers specific to CHPW Plan (default plan will be selected)
- **Search Within -** Distance options are provided to find doctors
- **Primary Care Provider-** Helps to find associated PCPs
- **Accepting New Patients-** Helps to check the providers accepting new patients
- **Advanced Filter Options -** Helps to refine the search
- **Sort By –** Helps to sort by distance, rating and alphabetical order

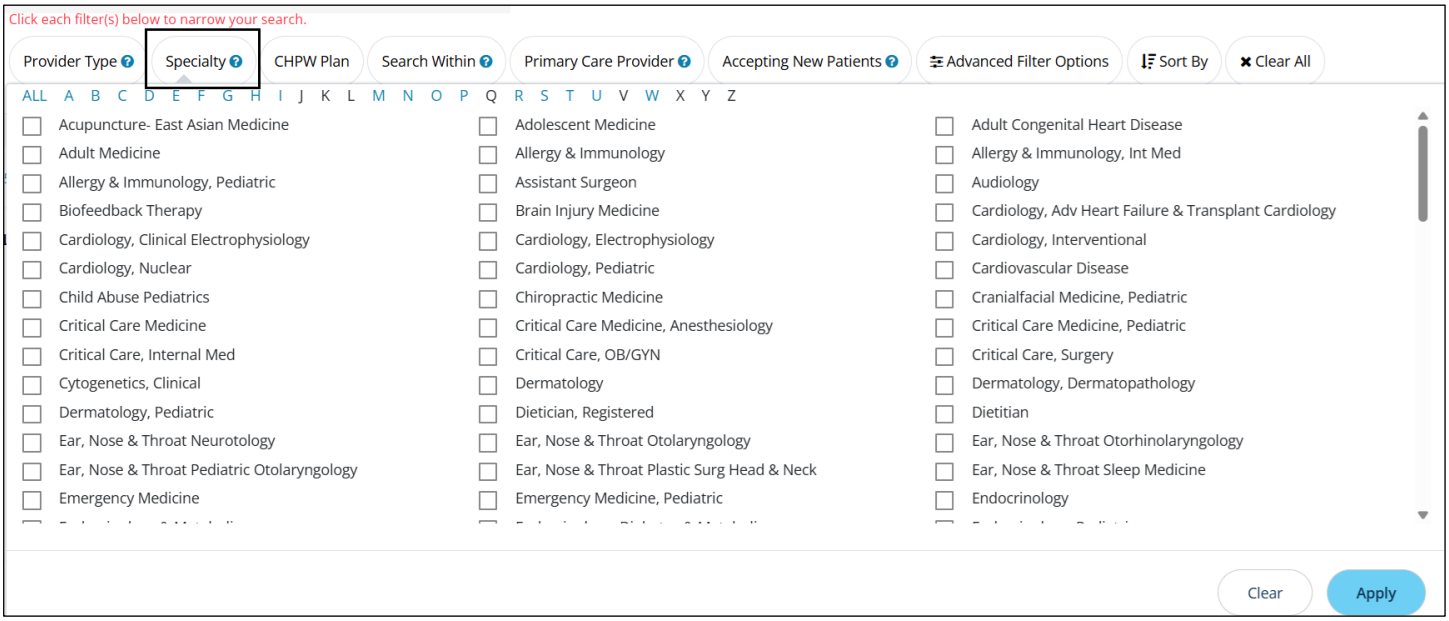
Clear All – Clears all the filters applied



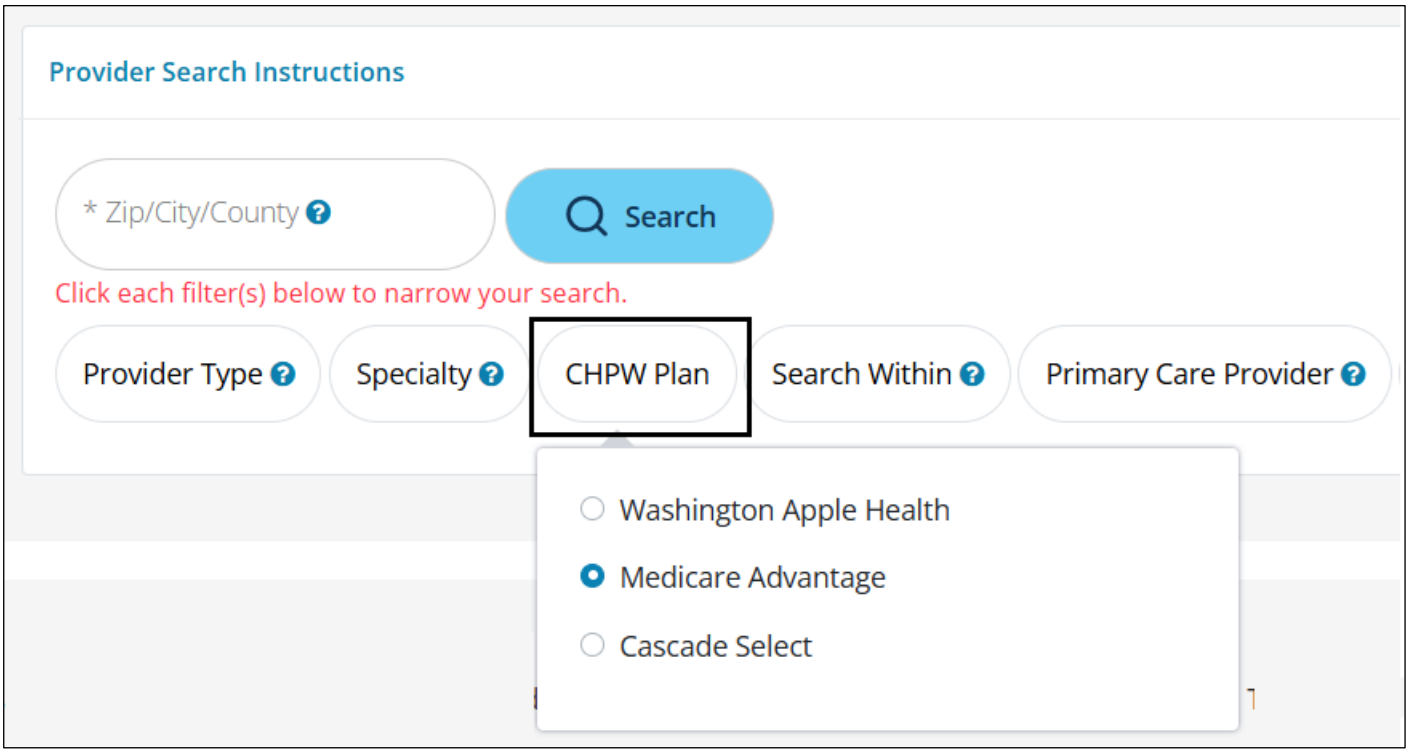
- **Provider Type** – Provides a range of options to select from the list.



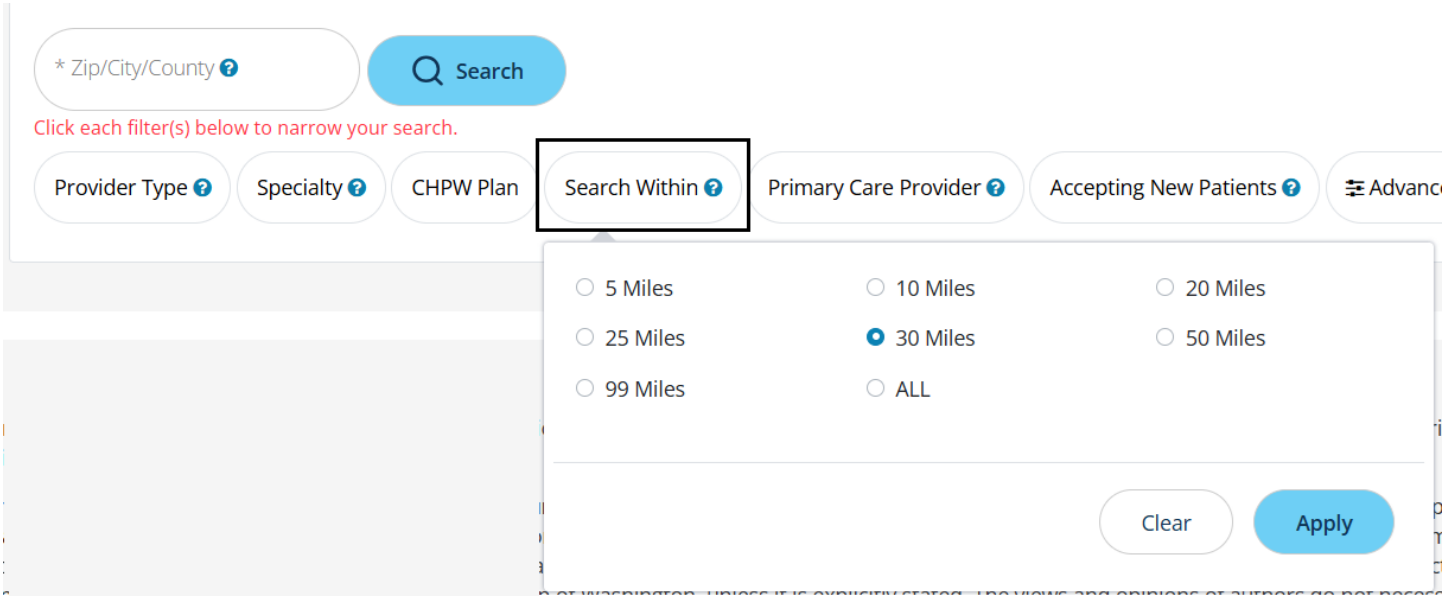
- **Speciality –** Provides list of specialities to choose from displayed in alphabetic order



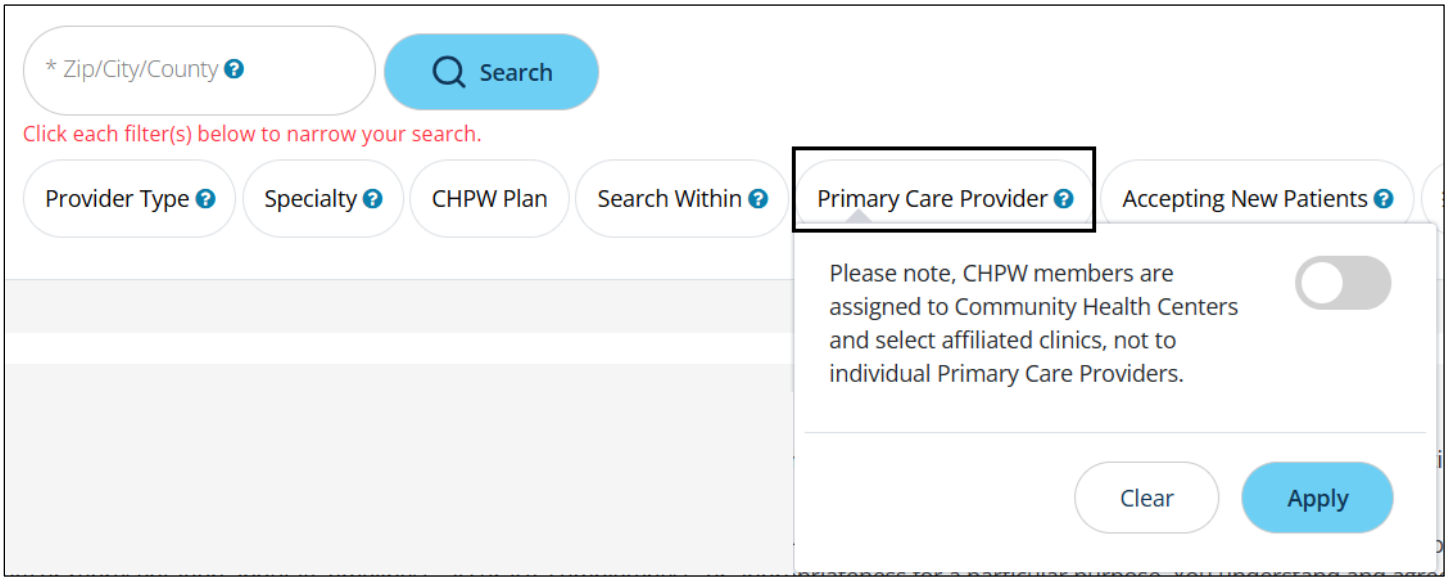
CHPW Plan – Search for providers specific to CHPW Plan (default plan will be selected)



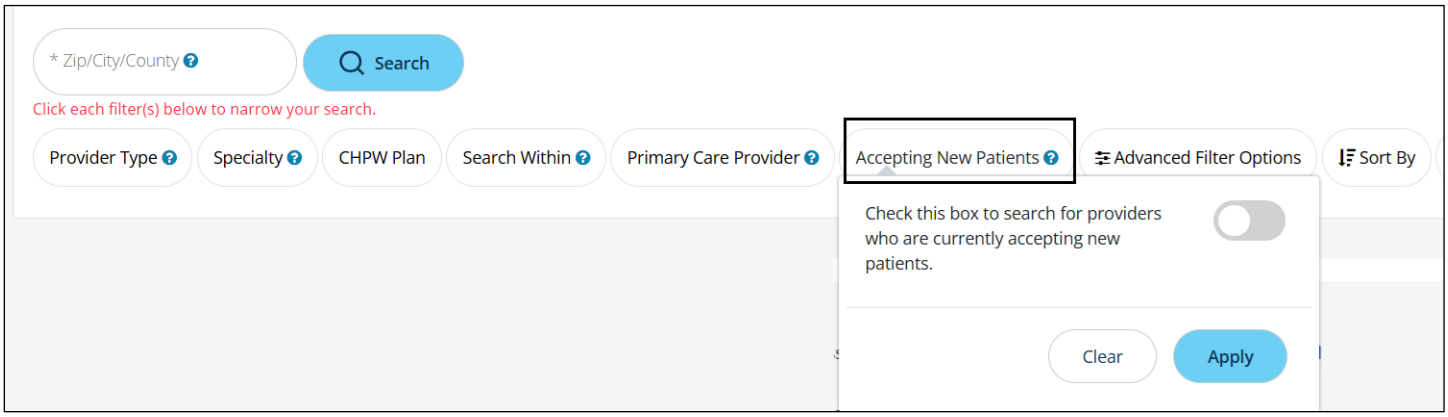
Search Within – Distance options are provided to find doctors



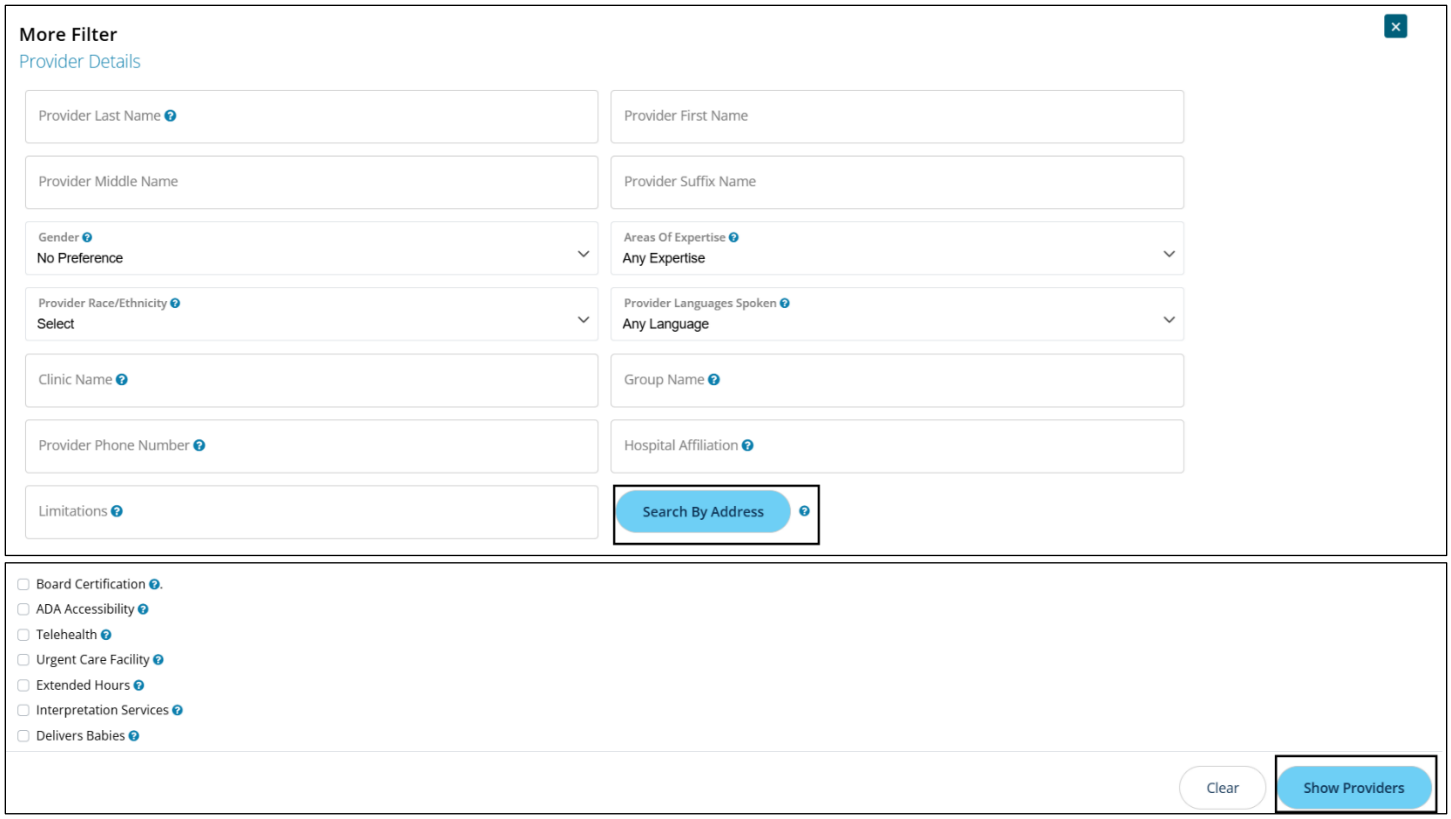
Primary Care Provider



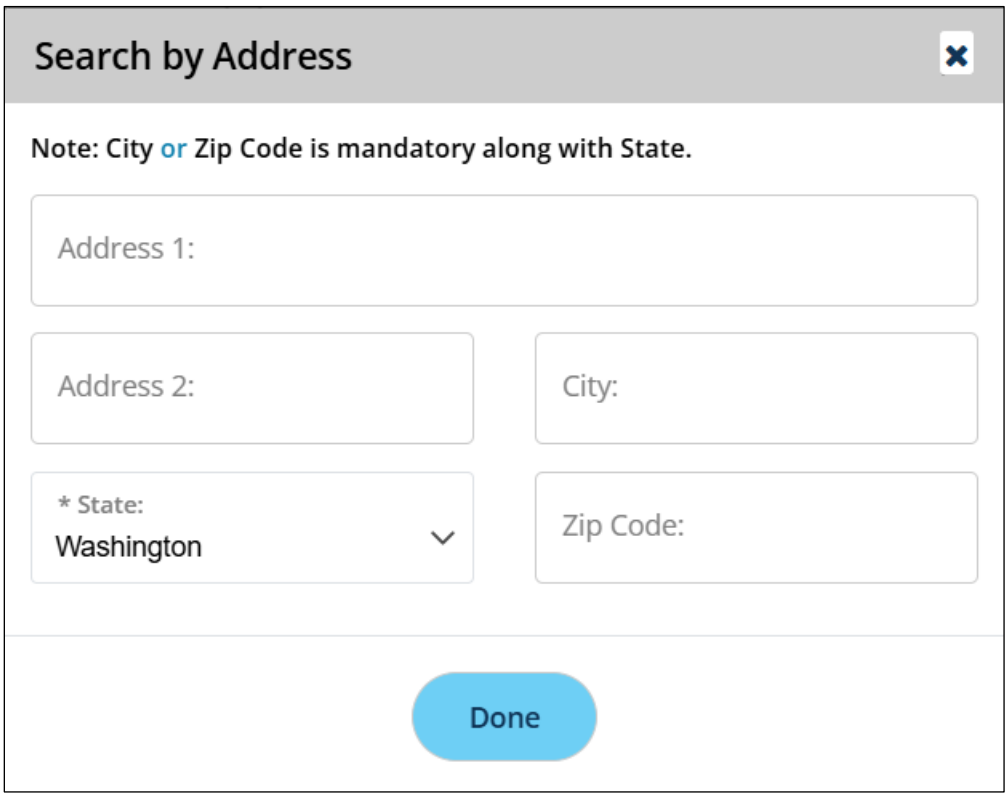
Accepting New Patients – Helps to check the providers accepting new patients



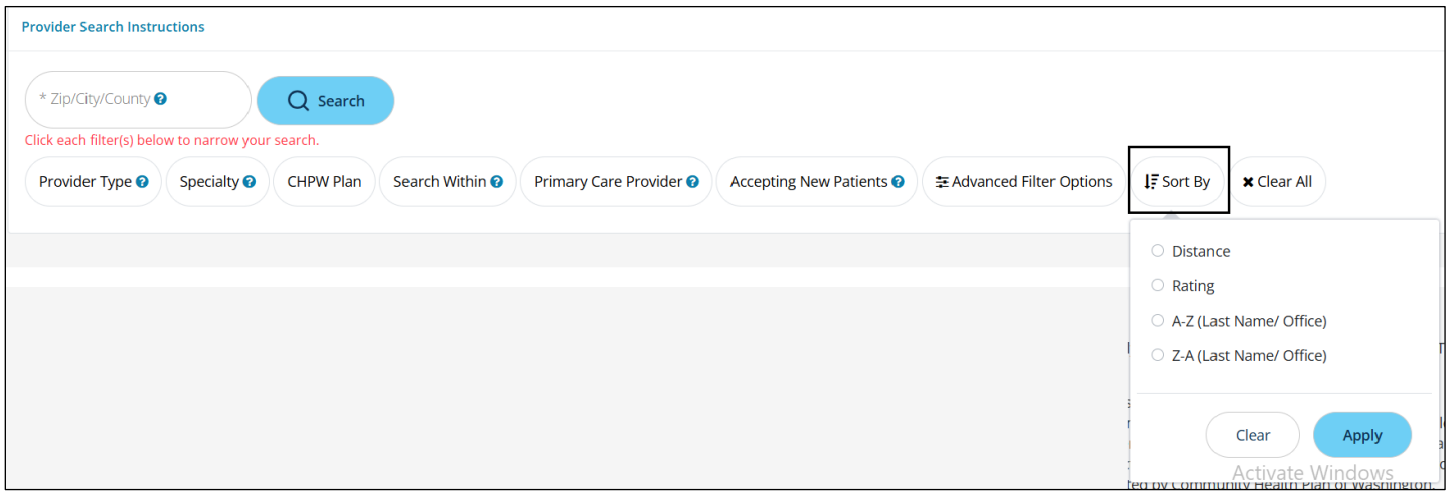
Advanced Filter options- Here you can refine your search. Enter information into any of the fields, choose a specific drop-down selection and/or select any of the checkboxes



Search by Address : Allows you to search using an address other than your default home address.



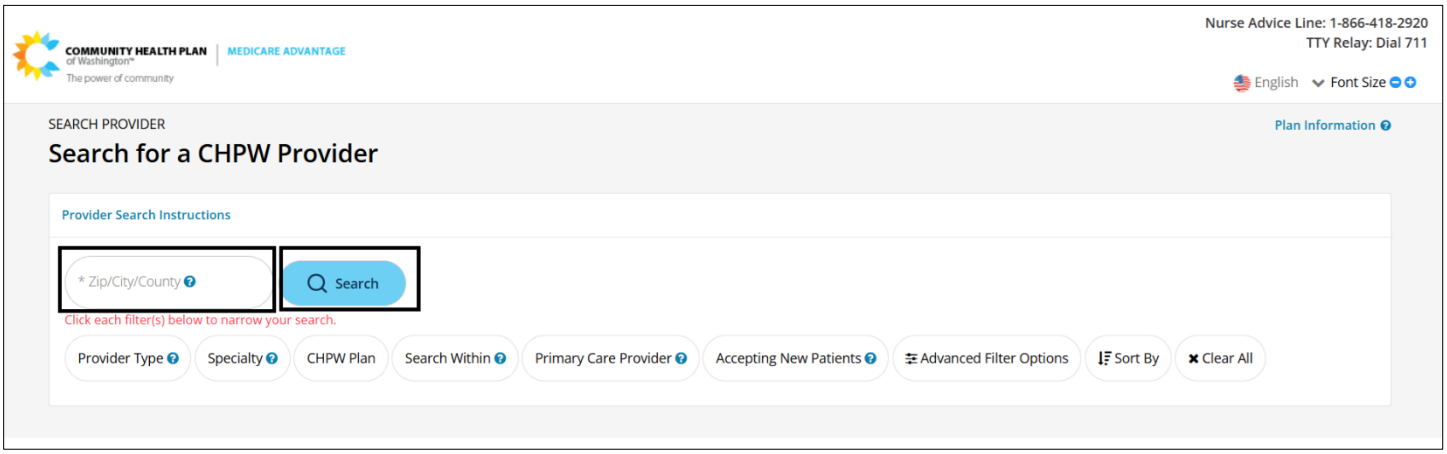
Sort By – Helps to sort by distance, rating and alphabetical order



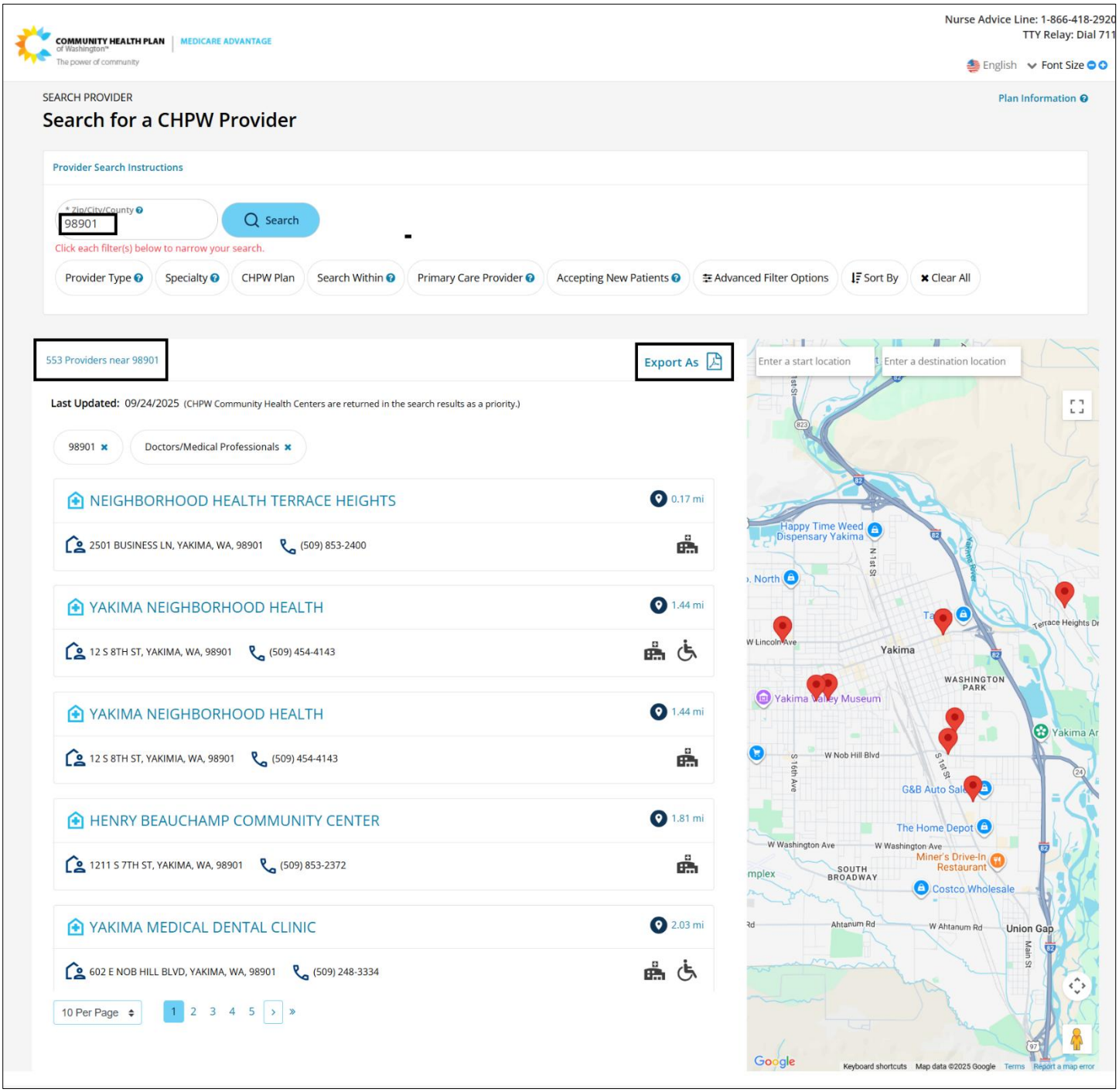
The **Clear All** option is provided to clear all the options selected.

Get Started

Enter the desired **Zip code/City/County** in the text field and click the **Search** button to locate Providers/Medical Professionals, your provider network, and within a 30-mile radius of your home address.

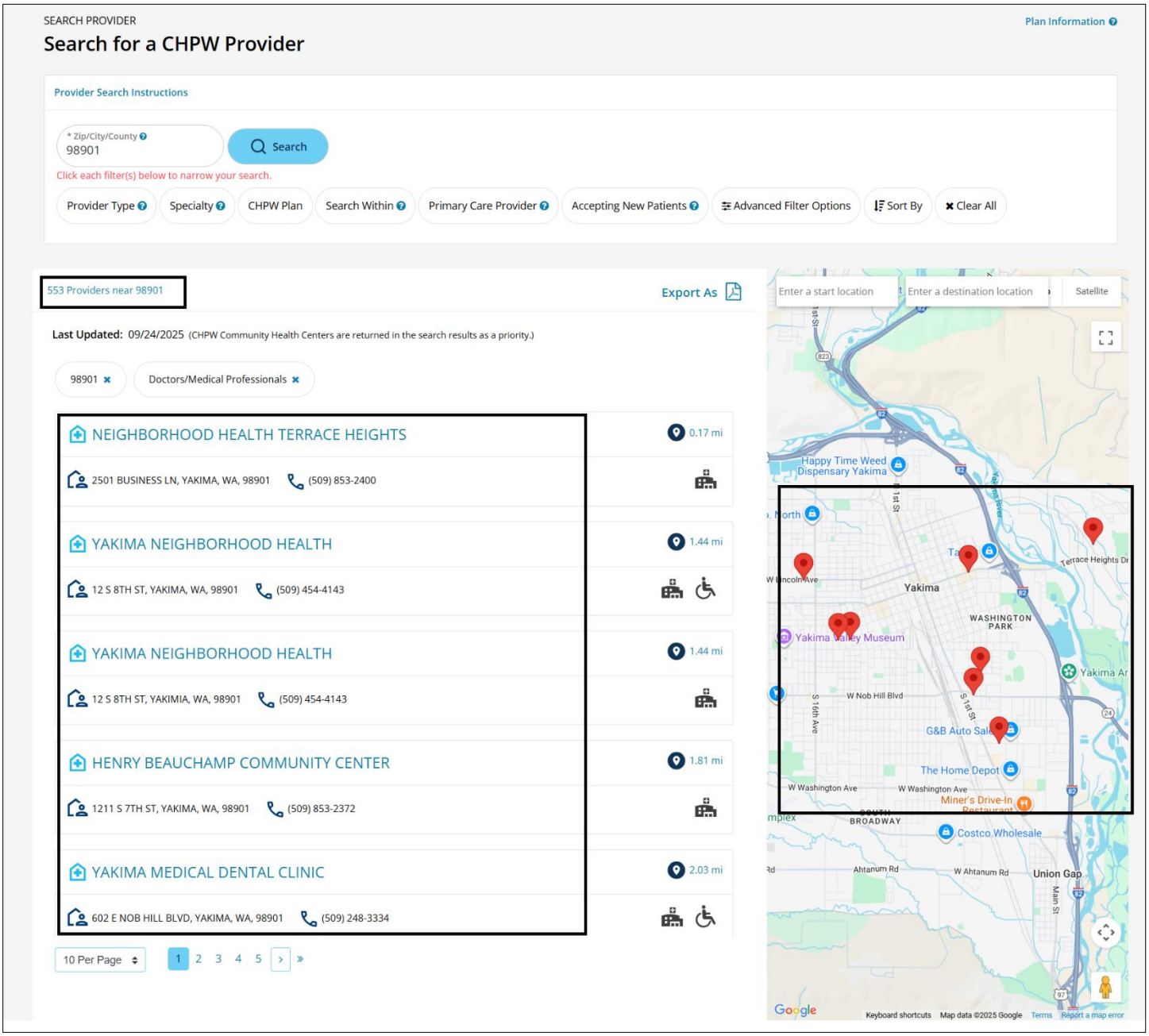


Based on the zip code / filter options chosen, the search results of the Providers/Facilities are displayed



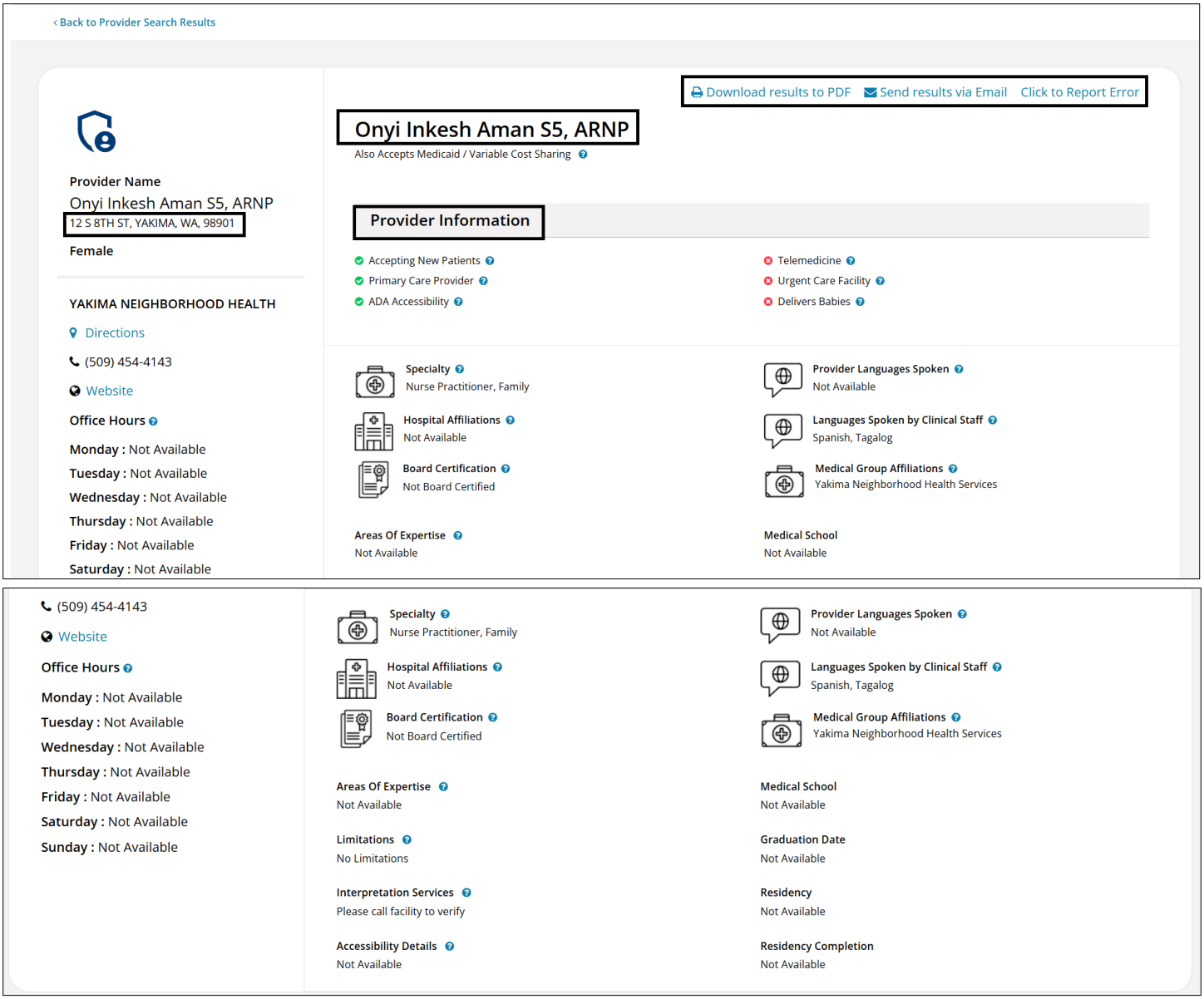
You will also a map with a pin beside the location of each of the Providers/Facilities listed in the search results To view a specific location, select the View on Map link in the search results.

Search results will display below the map



Provider Details

On click of any Provider/Facility Name displayed on the Search Results page, the Provider's listed in that Facility will be displayed.



Here the Provider details such as Name, Gender, Phone Number, Visting Hours, Speciality, Certification, Languages Spoken, Areas of Expertise etc., details are displayed.

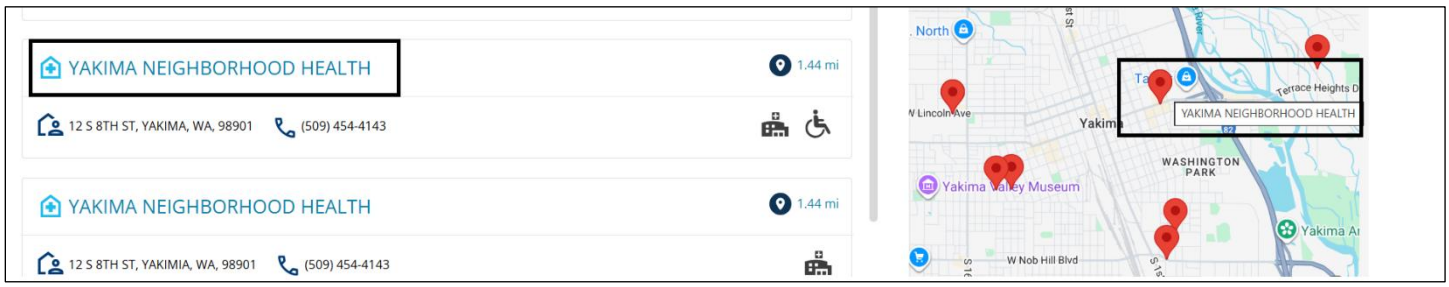
The Member can also Download the details of the Provider as a PDF using the **Download results to PDF** link

Results Email can be sent using the **Send results via Email** link.

The **Click To Report Error** link can be used to report an error., which will be redirected to the CHPW page.

Map View

A map displays next to the quick search fields at the top of the search results. It shows you directions and the route. The map view defaults to an expanded view.



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Find A Doctor* tab on the Dashboard.**

   The **Search for a CHPW Provider** page is displayed.

   When the **Zipcode / City/County** is entered in the search text field, the results of Doctors/Medical Professionals will be displayed based on the criteria and within a 30-mile range from the given address.

Search for a Doctor

1. **Quick Search.**

   Quick search allows you to use the default settings or change the settings by entering a city, zip code or county, and selecting a provider type. You can also search for a provider by selecting any of the options such as:

   a. Provider Type
   b. Speciality
   c. CHPW Plan
   d. Search Within
   e. Primary Care Provider
   f. Accepting New Patients
   g. Advanced Filter options
   h. Sort By
   i. Clear All

   On clicking the ***Advanced Filter Options***, the Advanced Search page is displayed where you can see and search for more search criteria.

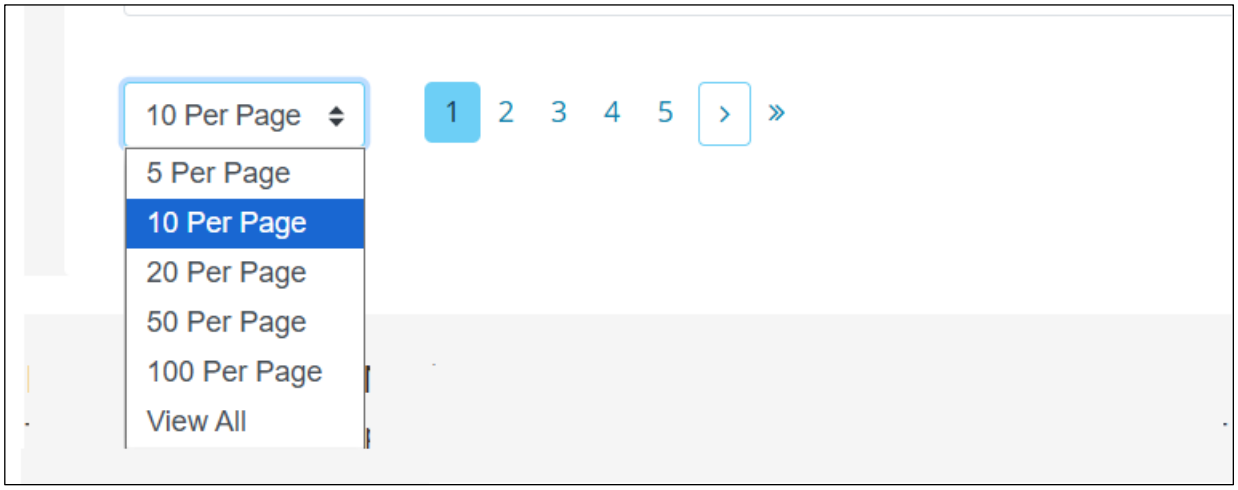
   Click the PDF icon on the Search Results section to download a copy of the provider directory in PDF format.

2. ***Search Within | Search by Address*.**

   Search Within works together with the ***Search by Address*** ONLY when a complete address is entered.

3. **Showing 1-10 of [total number of] locations.**

   The total number of search results will display. The default view will show 10 results per page. You can increase the number by selecting the down arrow.



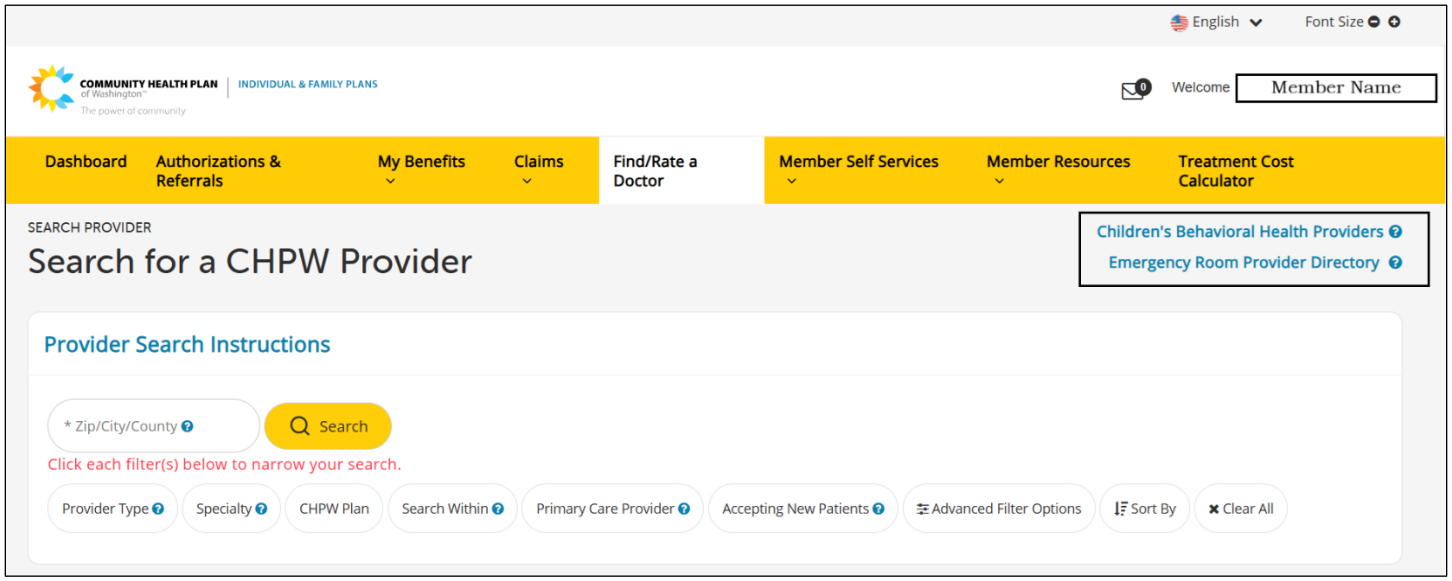
How to Rate a Doctor

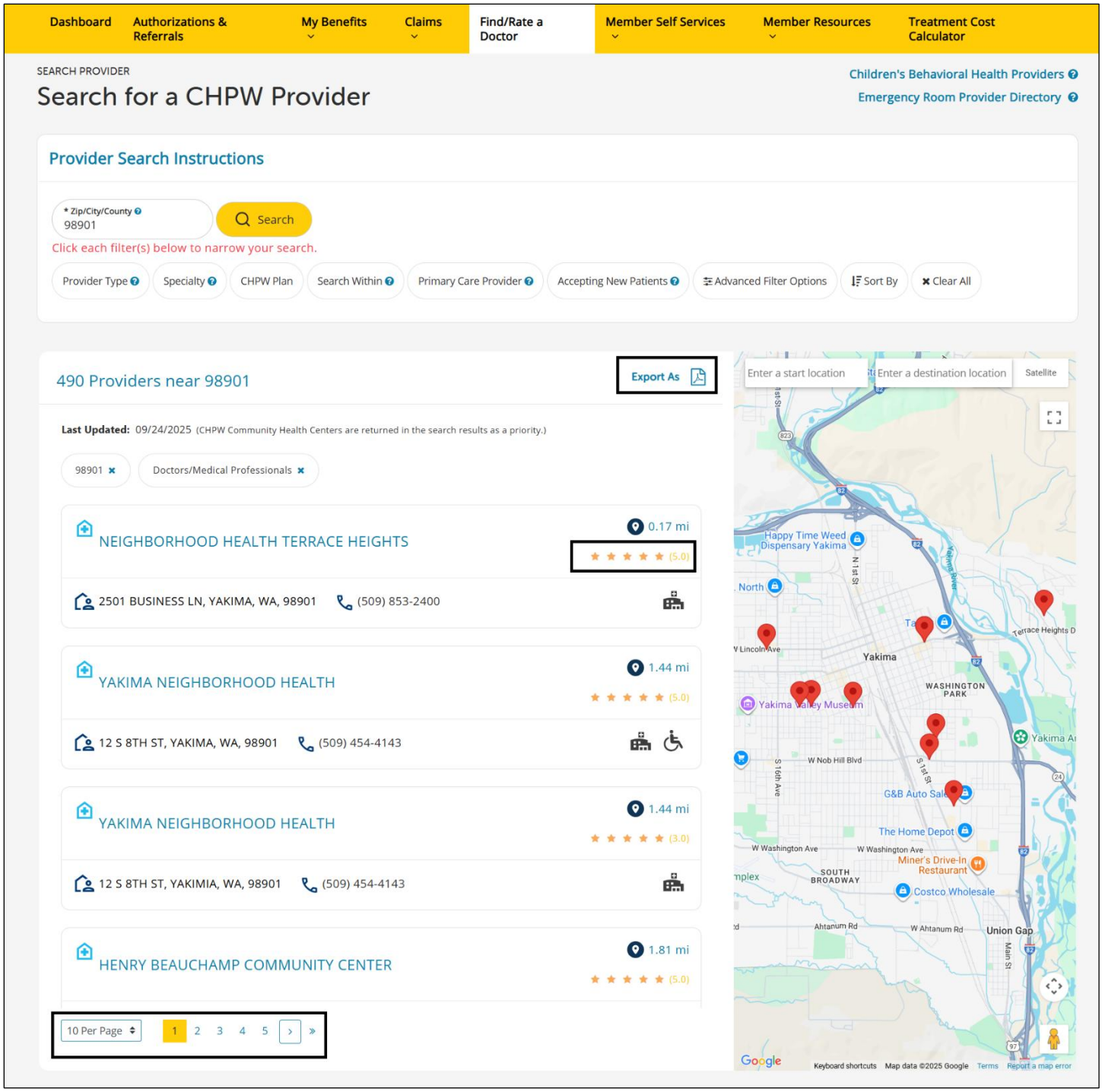
Follow these step-by-step instructions to rate a doctor.

Screens

Member Dashboard – Find/Rate a Doctor

The Rate a Doctor is available only for a logged in **Cascade Member**.





Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Find/Rate A Doctor* menu on the Dashboard.**

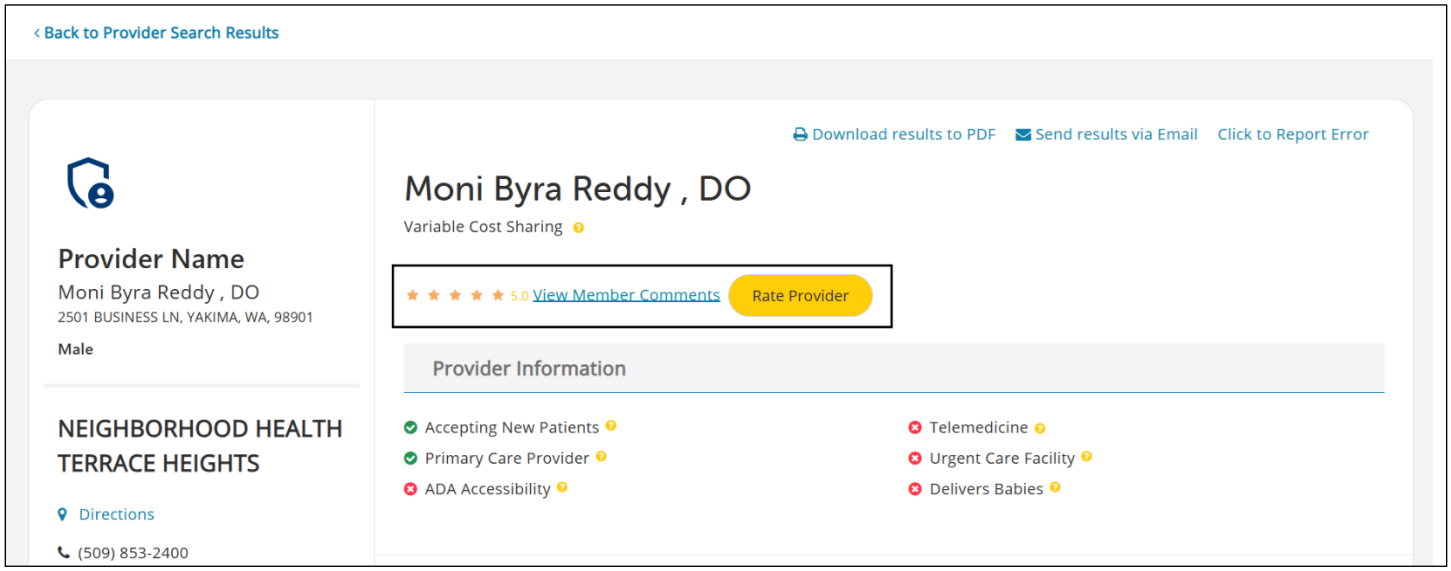
   The **Find/Rate A Doctor** page displays.

   The search feature is the same as seen in Find a Doctor

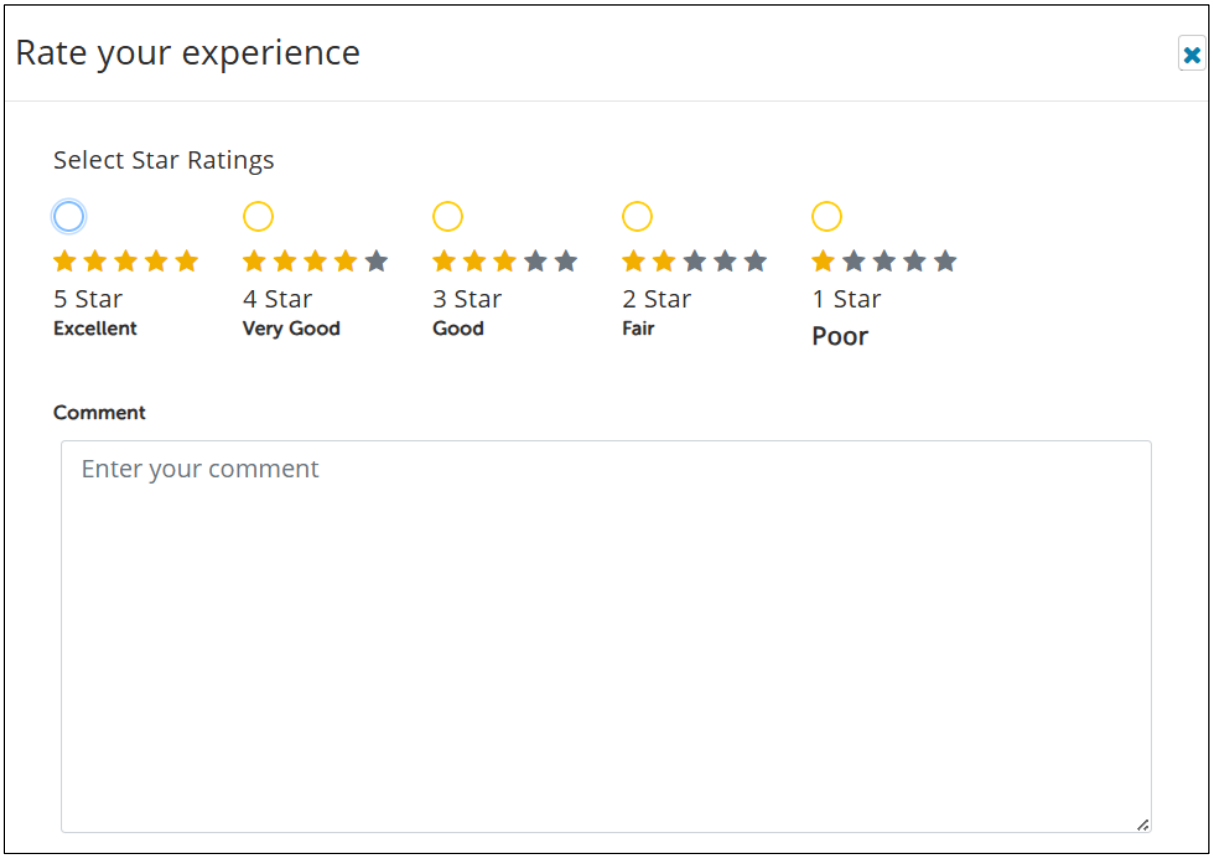
How to Rate a Doctor

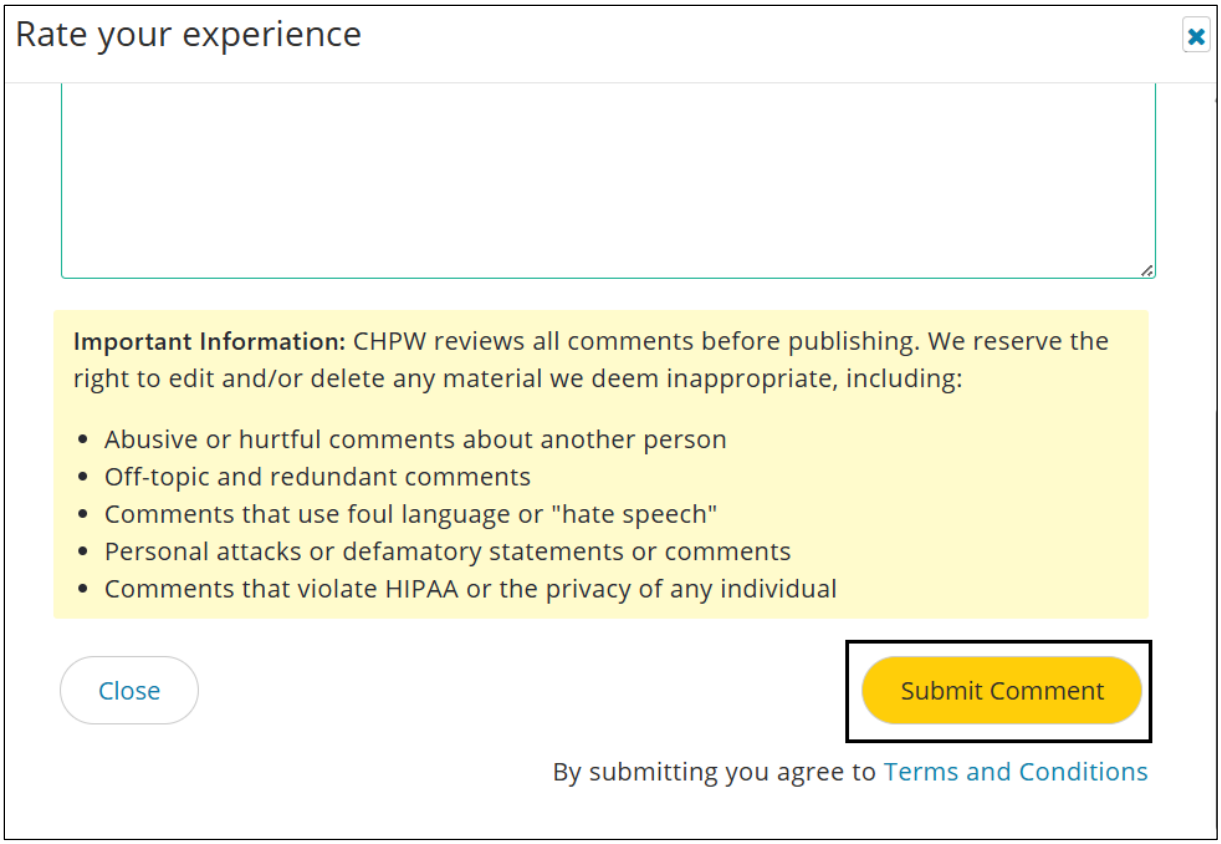
2. **Rate a doctor.**

- Search for a doctor with the search criteria available
- Once the search results are displayed and the ratings for the provider will be displayed
- Select any of the provider listed and the Provider details page is displayed with the Rate
- Click the ***Rate Provider*** button displayed under the provider's details.



- The Rate your experience window will be displayed. You can select a star rating, out of 5 stars, and enter a comment in the Comment box.

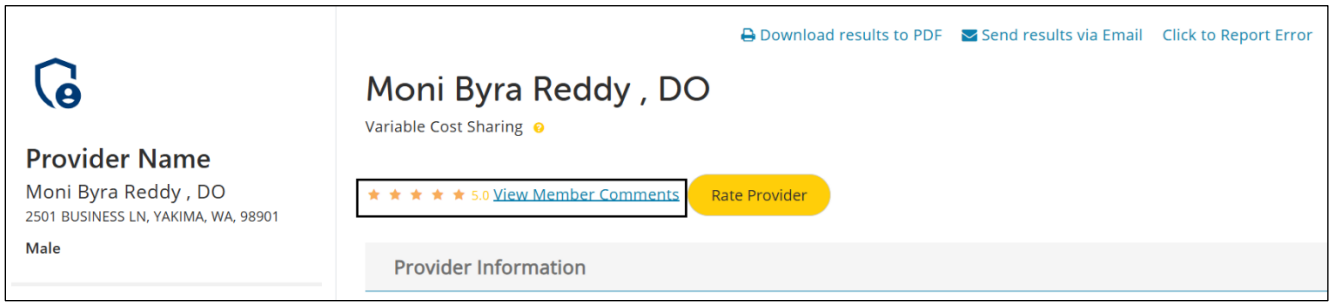
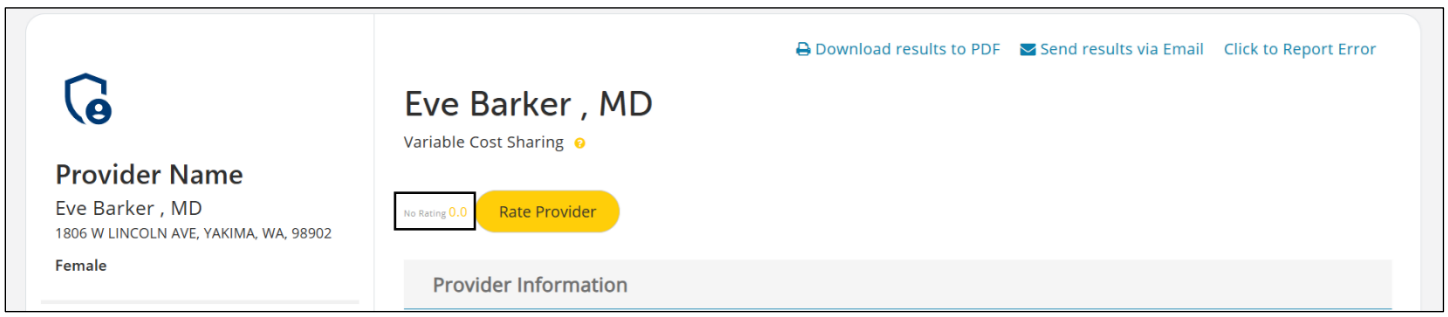




- When finished, select the ***Submit Comment*** button.

3. View ratings and comments of other members.

- Expand the provider listing and the system will display the stars in gold, 1 out of 5, under the provider's name.



- You can view other member comments by clicking on the View Member Comments hyperlink below the star rating.
- When no rating exists, the system will display "No Rating" and disable the View Member Comments link.