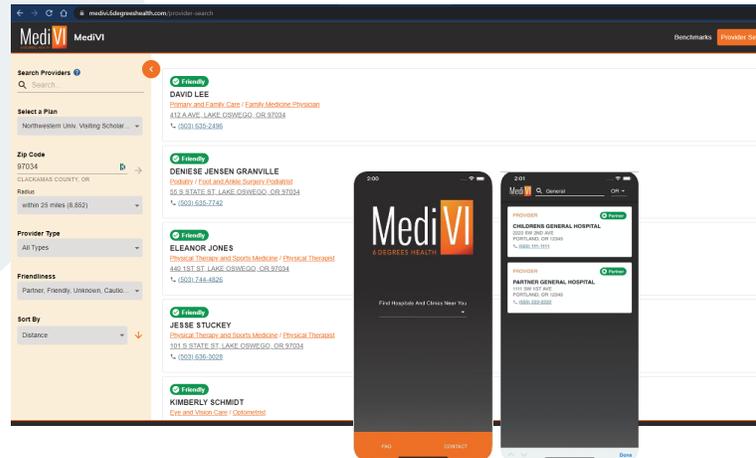


# Locating a Provider

Your health plan has eliminated the requirement of going to an in-network provider (aka Preferred Provider Networks - PPO) for your medical care. This means that you can go to any provider that you choose. In order to assist you in locating a provider, we have developed a provider search tool called MediVI. You can access this tool by downloading the MediVI app or by visiting the MediVI website, [medivi.com](http://medivi.com).



## How do I find a Provider?

To find a Provider, please utilize the MediVI app on your phone, or through the MediVI website using your desktop, at [medivi.com](http://medivi.com)

## Do I need to use the MediVI Mobile app or MediVI website?

No, you are free to seek care at any Provider you choose. These tools are available to help you locate Providers that are friendly to self-funded plans.

## Where do I go to download the app?

The MediVI Provider Search App is available for download at the Apple and Google App Store. You can find the app by typing "MediVI" in the store search bar, or by scanning the QR code at the bottom of page 6.

## How do I log into my account?

To access your account, you will need to register using the details on the back of your member ID card (Group number & Member ID number). You will also need to provide your first and last name, date of birth, and zip code on file. After your information

## Locating a Provider FAQ

### What Provider (doctor's office, hospital, etc.) can I go to?

Your employer has chosen to implement an open access plan, meaning you are able to seek care at any Provider you choose. Please note, your employer has chosen an Enhanced Physician Network alongside your open access plan. Choosing a Provider within this network will reduce your risk of potential access issues or balance bills. You are still free to seek care from Providers outside the Enhanced Physician Network; however, there is a small chance that your Provider may not take a self-funded plan. To avoid this issue, we encourage members to use the MediVI Provider Search to locate Providers that we know will accept your plan.

has been verified, you can create a login using the email address and password of your choosing.

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### How do I find my physician in the mobile app?

Begin by entering a valid 5-digit zip code to serve as the starting location for your Provider search. You may then narrow the list to Providers by searching via text or utilizing the radius, Provider type, and friendliness filters located above the list on the app or on the left-hand side of the website.

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### What does the green “Recommended” badge represent?

Providers with a positive transaction history with 6 Degrees Health or those that have placed a direct contract with us will have a green “Recommended” badge. We encourage you to utilize these Providers as we feel confident there is a low potential of an access issue or additional billing beyond your responsibility under the plan (often referred to as a “balance bill”).

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### What does the yellow “Not Recommended” badge represent?

If a Provider has a yellow “Not Recommended” badge, there is a chance that the Provider could deny access or send a balance bill (see page 9 for definition). However, this does not mean that you cannot see this Provider, so proceed to scheduling with caution. If you experience an access issue when scheduling with any Provider, call the number on the back of your ID card.

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### Do the color badges represent the quality of Providers?

Badges do not indicate the quality of care, only the Providers’ willingness to work with your healthcare plan structure.

### What does the green “Contracted” badge represent?

The contracted badge means that those Providers have a contract in place to provide service to our members. These Providers will always be badged as “recommended” because of the low likelihood of having an access issue or receiving a balance bill.

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### What do I do if I cannot find my physician in the MediVI Provider Search?

6 Degrees Health is continuously updating the MediVI Provider search. If you cannot find your Provider in MediVI, this does not mean you cannot seek care from them. Contact your Provider directly.

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### I’ve found a Provider, now what should I do?

The MediVI app will provide the contact number for the Provider. Please reach out to the Provider to schedule an appointment. Please always confirm the Provider’s address as they may have multiple offices.

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### What does it mean if a Provider does not have a badge?

If a Provider does not have a colored badge, 6 Degrees Health does not have adequate data to identify the Provider as green or yellow. This does not mean you cannot go to the Provider. Since you have an open-access plan, you can go to any Provider.

