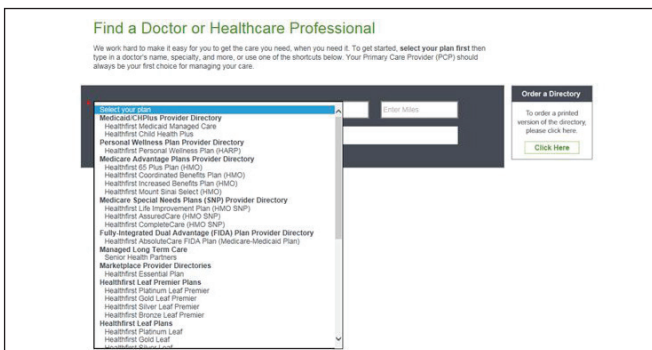


HFDocFinder.org

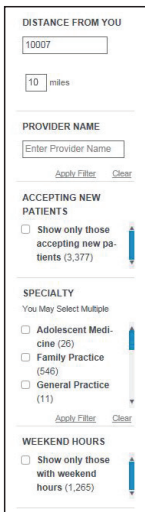
Helping Healthfirst members access the care they need

Healthfirst is committed to providing our members with the highest quality service possible so they can stay healthy. As you know, access to care is a key Consumer Assessment of Healthcare Providers & Systems (CAHPS) measure that impacts the patient experience. So we want to make sure you have all the support you need to give our members the best care. One way you can achieve this is by helping our members book an appointment to a specialist or facility you are referring them to. You can use our online directory at [HFDocFinder.org](https://www.healthfirst.org/HFDocFinder.org) to look up an in-network provider (no login needed!).

Healthfirst offers many different health plans. Providers may have chosen to participate in some of our plans but not in others. You must first select your Healthfirst member's health plan to search for providers that participate in their plan.

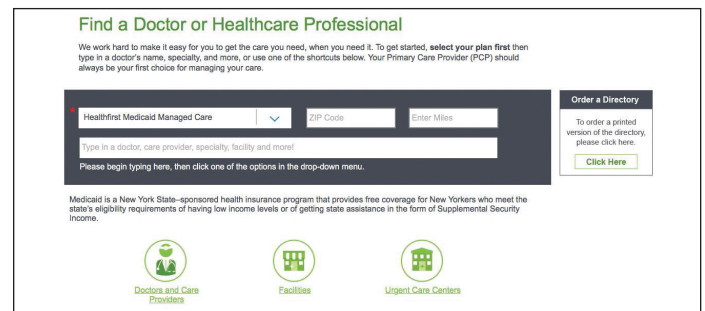


Once you have selected your Healthfirst member's health plan, you may narrow your search by applying the following filters:



- The **Distance From You** filter returns providers within the radius selected, sorting providers by distance from the Healthfirst member's home. The **Specialty** filter returns only providers within the specialty chosen. Filters such as language and hospital/group affiliation are also available. If the Healthfirst member has not previously seen the provider, apply the **Accepting New Patients** filter to determine whether new patients are being accepted.

- Use the **search box** to search for providers by name, facility, specialty, and more



- **Browse** for providers by clicking on any classification in the bottom pane. You will be able to narrow results by multiple filters, including Primary Care Physician, Specialist, Pharmacy, Hospital, Community Health Center, and Urgent Care Center



- Review **detailed provider information**, including location, phone number, hours, and hospital/group affiliations
- Create a **personalized directory** of all the providers returned from your search
- Email ReportIncorrectInformation@healthfirst.org if you need to update your provider profile

To learn more about the areas to focus on for improvement, how to implement best practices, and how to find helpful resources and links for both you and your Healthfirst patients, visit www.healthfirst.org/PatientSatisfaction.