

REGISTRATION

How to find an in-network provider

Before receiving care from a new provider, it is important to find out if the provider is In-network with your insurance. If this step is skipped and the provider is not in-network with your insurance, it could mean unexpected bills.

4 Steps to look for in-network providers

STEP

1

Log into My Collective™ (my.collectivehealth.com) and open the Get Care tab.

Tip: For the best results, select a type of care from the specialty menu.

On the app: the specialty menu is below and search bar.

On a desktop computer: click the search bar and select "browse all specialties" from the drop-down menu.

STEP

2

Select the search type: **in-network care**. Enter the name of a doctor or the kind of doctor that you're looking for.

HOME
ACTIVITY
PLANS
GET CARE
HELP

Search for an in-network provider

Our search tool takes the guesswork out of finding providers in your network.

Search type	Doctor name (or specialty)	Location
In-network care ▾	John	5404 New Fashion Way, Charlott... 
Browse all specialties		
You've got Benefits+ Along with your traditional health insurance, we're giving you better, broader coverage.	John A Bradshaw Physician Assistant	
	John A Burns Counseling	
	John A Galat Thoracic Surgery	


Terms & Definitions

- **In-network (INN):** These are doctors, hospitals, and facilities that have agreed with a network to charge members (like you!) on your plan specific, usually lower, rates for services.
- **Out-of-network (OON):** These providers have not agreed to any specific rates with your plan. While most plans still cover some portion of out-of-network care, it almost always costs more than going in-network.



STEP

3

Get Care searches for providers located near the address in your My Collective account. To search for care somewhere else, enter the location into the search bar.

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STEP

4

Browse through the in-network results on the map or the list. To see more details about a provider, click on their name.

Tip: Keep an eye out for the **Accepting new patients** label.

Customize your search

You can filter provider results by language, gender, and if they're accepting new patients.

- On the Collective Health app: tap **Filter & Sort**
- On my.collectivehealth.com: click **Advanced Search**

 Audiologist

 5404 New Fashion Way, Charlotte, NC, USA

 [ADVANCED SEARCH](#)

Double-check before your appointment

For in-network benefits, contact your doctor to confirm that they and the location you visit are in-network, and that the service(s) you'll be receiving are covered by your plan.

OK, GOT IT

All In-Network Providers (101)