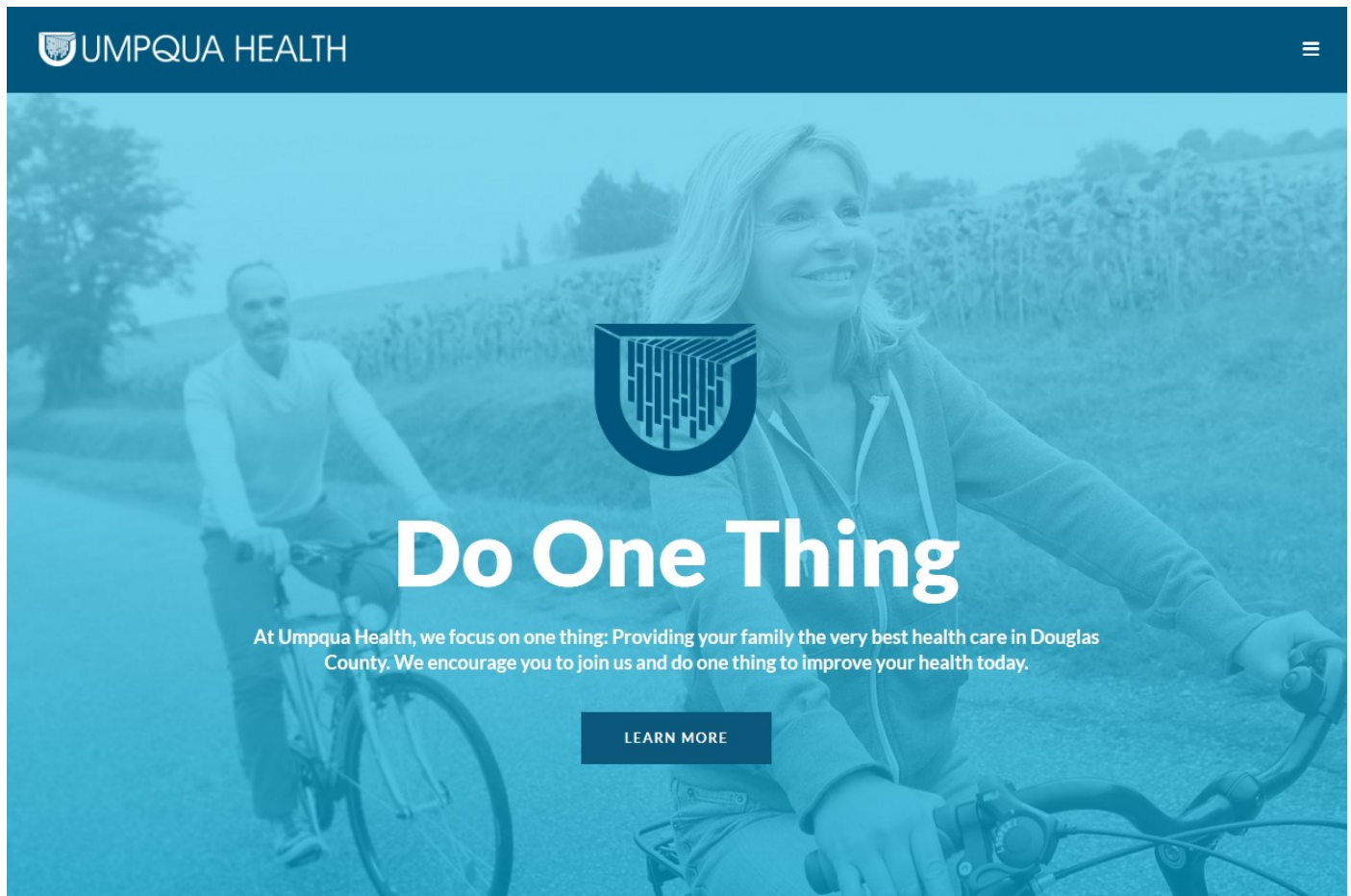# Step-by-Step Guide To Finding a Provider

The purpose of this guide is to help you navigate our website to find a provider that fits your needs. This tool will help you find a Primary Care Physician (PCP) and Specialists. Please note that Umpqua Health Alliance does not have a limit of how many PCP changes you make. If at any point you would like a new provider, call Member Services at the number listed below.

Step 1. Log onto your web browser and put in the web address:

https://www.umpquahealth.com/

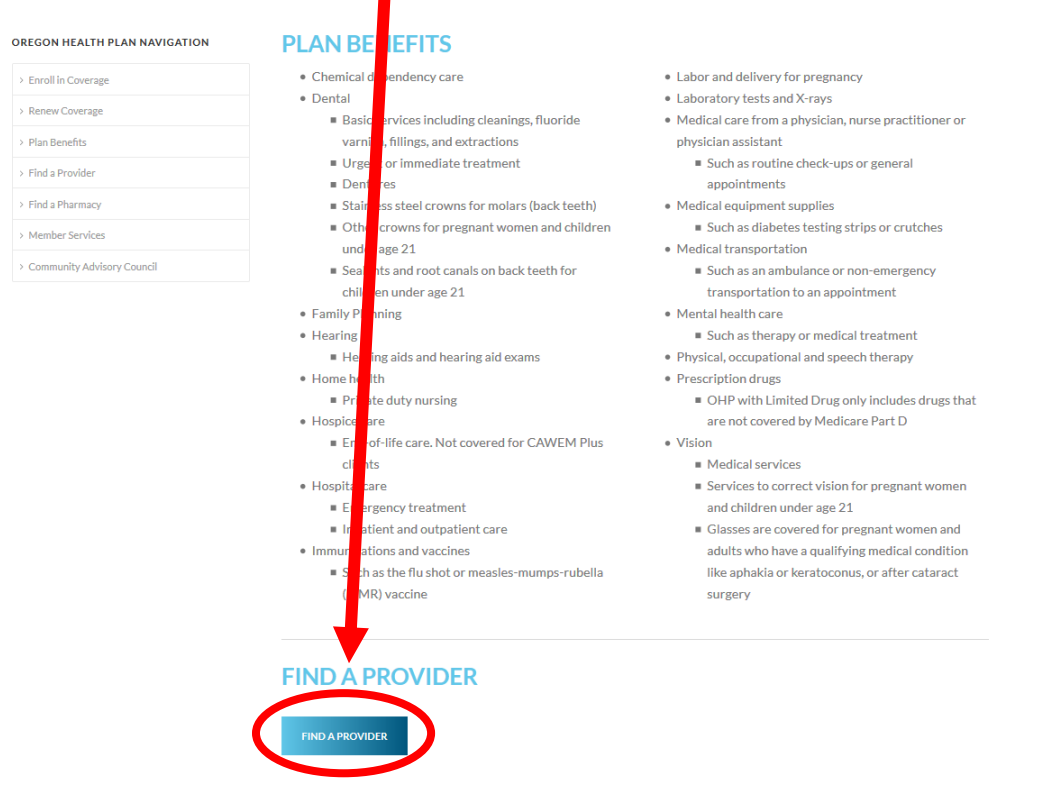This will bring you to Umpqua Health Alliance's home page. Shown below:

Step 2. Click on the ☰ at the top right of the page.

This box will bring a Drop-Down menu. Click **OHP Members**

Clicking on this link will bring you to all the online information available to you as our member.

Step 3. Scroll down until you find the "Find a Provider" button in blue

Clicking that button will take you to a new page where you can locate all of the providers in our network.

Step 4. Here you can put in specific information to find the type of provider you're looking for. If you know someone in particular you would like to see, you can put their name in the **first 2 fields**.

- Here you can specify if you would like a Female or Male provider.

- You can select a town you would like your doctor to be in. Being on Umpqua Health Alliance means that we mainly contract with providers in Douglas County. However, there are a few exceptions which you can find in this section.

- Here you can put in a specialty you are looking for. If you're looking for a PCP, you can select option Family Practice, Geriatrics, Internal Medicine, or Pediatrician.

- If you need a provider that speaks a specific language, you can search by using this section. If the language you need is not available, we do have interpreter services available. Just call UHA Member Services at the number at the bottom of the page.

- The last field shows you if they are accepting new patients. Please note that if it says no, that doesn't mean they won't see you. Sometimes they have openings for a few patients but can't open officially due to their capacity limits.

- Once you have filled out all the options you're needing, click the blue Search button. This will list the providers you wish to see and will tell you if they are accepting new patients.

Another way to look for a provider in a specific specialty is to click on the "Specialty List" link. This will bring a drop down menu listing all specialties from Allergy down to Urology. Clicking on any of those options will give you everyone in our network that is in that field.

If you would like to know who is in a specific clinic/facility, click on the "Clinic List" link. This will provide all the options for every facility in our network. Just click on the clinic you would like to look into and it will provide you with every provider in that office.

Once you have found a provider, give their office a call to set up your initial consultation visit. Please note that some specialists do require that your PCP refer to you them. If that is their policy, give your PCP a call and ask them to send a referral. When seeing a Dermatologist, UHA does require a referral to be approved through our Prior Authorization department before we will cover your visit.