



NEW Provider Search: Find care faster & easier

Same coverage, better experience

Finding care is now easier. Use smarter filters, view richer provider profiles, and schedule your appointment. If your plan includes access to care outside New England through UnitedHealthcare, look for the out-of-area care tile on the Provider Search homepage and click on the UnitedHealthcare directory link that's right for you. For additional support, personalized links will also be displayed at the top of the search results page.

What's new:



Start smart by entering your location for the most relevant results.



Use the "Book Now" feature to schedule on the provider's website (where available).



Use AI-powered search and filters (languages, accepting new patients, scheduling, and more).



If something looks outdated (phone or address), select the "Report an Issue" feature.



Compare providers or create a PDF to save or print your results.



Find useful resources and out-of-area coverage access right from the homepage.

How it works

- ✓ Log in to your secure **member account** or via the Harvard Pilgrim mobile app for personalized search results. If you don't have an account, visit harvardpilgrim.org/create.
- ✓ Click on "Find a provider" on the top right of the webpage. Your results search is pre-populated with your home address. You can always select "Use my current location" for results nearby.
- ✓ Use the smart search. If you can't find a service or a condition, refine by specialty and radius (up to 150 miles).
- ✓ Apply filters such as gender or accepting new patients. Availability changes frequently—call the provider's office to confirm before booking.

Searching without logging in to your secure account? Visit harvardpilgrim.org/providerdirectory. You will need to select your plan name, found on the top right of your member ID card, and enter your location.



**Scan the QR code
to watch the
Provider Search video**

Looking to select or change your Primary Care Provider (PCP)?

1. If your plan requires a PCP (like an HMO), choose Change PCP under Your Plan Snapshot. If your plan doesn't require a PCP (like a PPO) but you'd like one to help coordinate your care, scroll to Helpful Resources and click Select a PCP.
2. Search by location or provider name, apply filters and call to confirm availability.
3. Click "Select PCP" and save your choice to help coordinate care—especially for plans that require in network providers. Your PCP works in collaboration with your care team and can help coordinate specialty care.



To help avoid unanticipated costs, always choose providers within the Harvard Pilgrim network. If your plan requires you to use in-network healthcare providers, check with your PCP, who can assist in coordinating your care. Eligibility, networks, and out-of-area access vary by plan. Always confirm with the provider's office that they are participating in your specific network and accepting new patients before your appointment. We work in collaboration with providers to keep information current; please verify details with the provider office. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits. For questions, use the number on the back of your member ID card.