Find a Provider Step-by-Step Guide

On the SuperiorHealthPlan.com home page, click on the Find a Provider link.
When the next page displays, click **Start Medicaid or CHIP Provider Search**.
To find a provider near where you live, either click on **Use My Current Location** or update your **Address** or **Zip Code** or **County + State**.
After the next page is fully loaded, click the text next to **Network** to Choose A Network, either CHIP PERINATE, CHIP RSA, STAR, STAR HEALTH, etc. depending on the program you are searching for. For example, if you are searching for a doctor for yourself, and you are covered under our Superior STAR program, choose STAR. Or, if you are searching for a doctor for your child, and he or she is on Superior CHIP, choose CHIP.

After the next page is fully loaded, click the **Quick Name Search** to search by entering the Practitioner or Provider Name. Available providers will populate as text is entered to offer a user assistance.
Enter the **Practitioner** or **Provider Name** and click **Search**.
Click the **Detailed Search** option if you are looking for a doctor, hospital or specialist.

Click on **Type of Provider** to find Primary Care Provider, Hospital, Specialist, Behavioral Health, Pharmacy or other options.
Choose **Ancillary** and the **Specialty** when you are looking for laboratories or other types of providers not listed.
After selecting a **Provider Type**, you will be prompted with a detailed **Specialty** drop-down field to further narrow down your search.
You can also click the drop down arrow for **Additional Search Options**, you can narrow your search by choosing such things as the doctor’s gender, languages spoken and other preferences. You can also select to view only those providers that are accepting new patients.

After you are done entering all search options, click **Search** at the bottom of the page.
A new page will load with a map showing the providers that fit your selections.

To learn more about one of the providers listed, click on the blue bolded provider name.

In the results view, results can be narrowed down even further, by using the Filter Results and Search Again buttons.

In addition, you can see all the locations for a provider by clicking Show All Locations without having to go into the detail view.
Once the provider name is clicked, a new page will load with more information about your selection.

To print this information, click the Printer Icon/Button underneath the map. Then follow the normal printing process for your computer.

For help finding public transportation or driving directions, click Public Transportation and Driving Directions buttons. Users may also use the Add/Remove Favorite button to add or remove a page to their favorites and return to that page at a later time.

If needed, there are also links to Reference Information and Page Definitions that can be clicked to give explanations of key fields/terminology used within the Find A Provider tool.
To update or change your Primary Care Provider within the Superior Member Portal, users are required to send a secure message.

Log into the member portal using your account information. Click **Messaging** to get started.
On the Secure Messaging page, click **Compose** to begin your secure message.
Select **Primary Care Provider Change Request** as the Subject.
Next, fill out the **Provider Name, Effective Date** and **Reason for Change** fields.

If needed, users may also add any additional information in the **Your Message** field as well.

Once completed, select **Send** on the bottom of the screen and the secure message will route to the proper department to make the change.