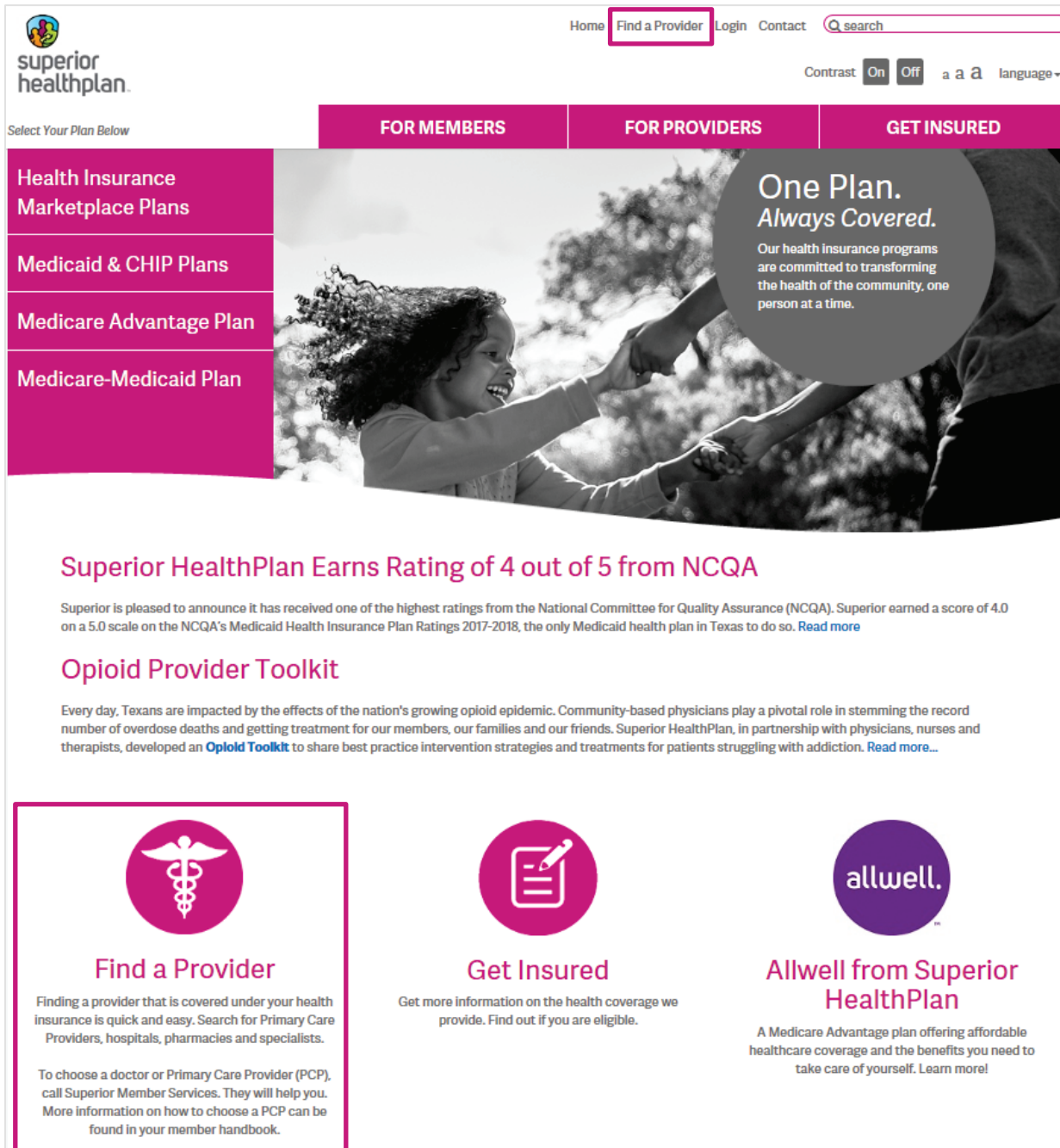


Find a Provider Step-by-Step Guide

On the SuperiorHealthPlan.com home page, click on the **Find a Provider** link.



The screenshot shows the Superior HealthPlan website. At the top, there is a navigation bar with links for Home, Find a Provider (highlighted with a red box), Login, and Contact. A search bar is also present. Below the navigation bar, there are three main sections: FOR MEMBERS, FOR PROVIDERS, and GET INSURED. On the left side, there is a sidebar with links to Health Insurance Marketplace Plans, Medicaid & CHIP Plans, Medicare Advantage Plan, and Medicare-Medicaid Plan. The main content area features a large image of a child and an adult holding hands, with a text overlay that reads "One Plan. Always Covered." and a description of the health insurance programs. Below this, there is a section titled "Superior HealthPlan Earns Rating of 4 out of 5 from NCQA" with a brief description and a link to "Read more". Another section titled "Opioid Provider Toolkit" provides information about the toolkit and a link to "Read more...". At the bottom, there are three columns: "Find a Provider" with a red box around it, "Get Insured", and "Allwell from Superior HealthPlan".

Find a Provider

Finding a provider that is covered under your health insurance is quick and easy. Search for Primary Care Providers, hospitals, pharmacies and specialists.

To choose a doctor or Primary Care Provider (PCP), call Superior Member Services. They will help you. More information on how to choose a PCP can be found in your member handbook.

Get Insured

Get more information on the health coverage we provide. Find out if you are eligible.

Allwell from Superior HealthPlan

A Medicare Advantage plan offering affordable healthcare coverage and the benefits you need to take care of yourself. Learn more!

When the next page displays, click **Start Medicaid or CHIP Provider Search**.



[Home](#)
[Find a Provider](#)
[Login](#)
[Contact](#)

Contrast
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language

FOR MEMBERS
FOR PROVIDERS
GET INSURED

MEDICAID & CHIP PLANS

Login
Find a Provider
How to Enroll
Plan Benefits, Services & Co-Pays
Member Resources
Health & Wellness
Medicaid News & Newsletters

Find a Provider

Find Medicaid Providers

The Superior HealthPlan provider directory is a list of **Medicaid** Primary Care Providers (PCPs), physicians, hospitals, drug stores and other health-care providers that are available to you.

Start Medicaid or CHIP Provider Search

Find Ambetter Providers

The **Ambetter** provider directory is a list of **Health Insurance Marketplace** Primary Care Providers (PCPs), physicians, hospitals, drug stores and other health-care providers that are available to you.

Start Ambetter Provider Search

Accessing Care: Medicaid and CHIP Members

To choose a doctor or Primary Care Provider (PCP), call Superior Member Services. They can give you the name, address and phone number of a doctor or specialist. They can also help you get a provider's:

- Professional qualifications
- Specialty
- Medical school information
- Residency information
- Board certification

More information on how to choose a PCP can be found in your member handbook.

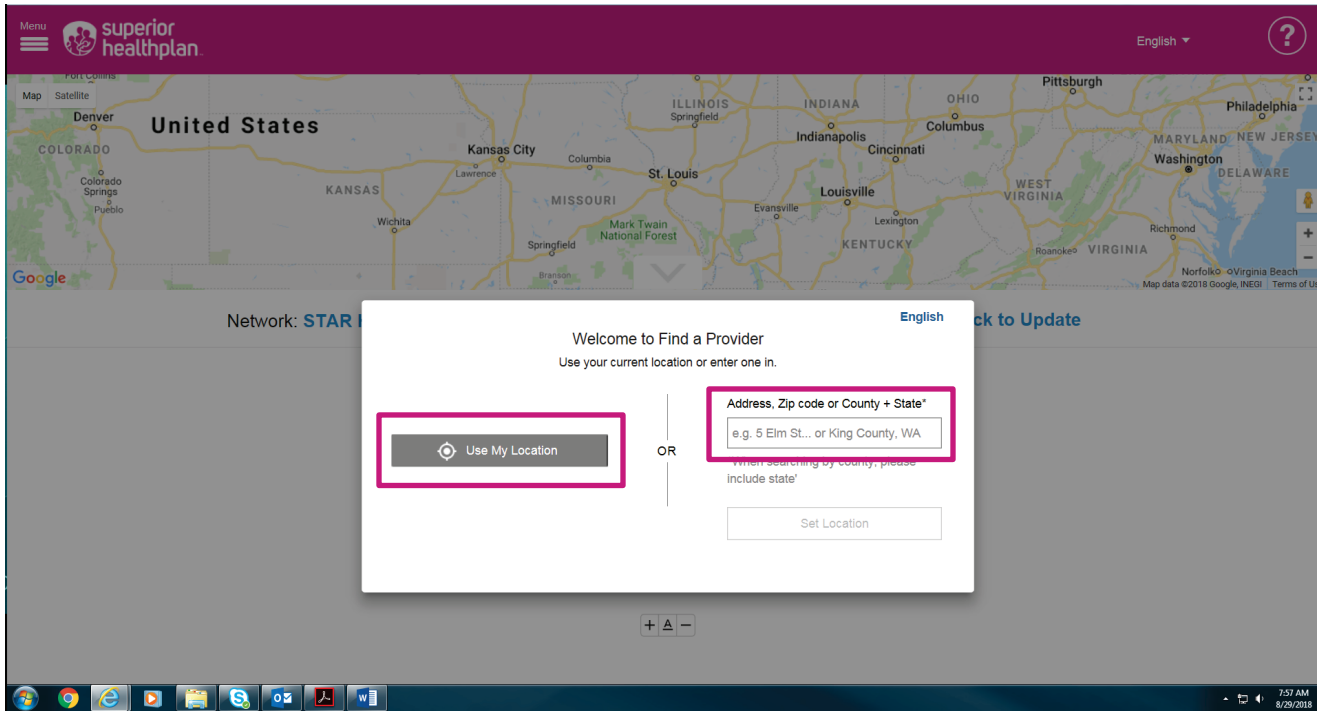
If you are a STAR Kids or STAR+PLUS member and are dual eligible, Medicare pays your doctor. That means you do not need to choose a PCP in STAR Kids or STAR+PLUS. You can keep seeing the Medicare doctor you have been seeing for your health care.

For help finding a hospital, please visit: [Hospital Quality Data](#).

For help finding a provider or making an appointment, call [member services](#).

SPECIALISTS & REFERRALS
REFERRALS

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**.



The screenshot shows the Superior HealthPlan website interface. At the top, there is a purple header with the 'superior healthplan' logo and a 'Menu' icon. Below the header is a map of the United States. A modal window titled 'Welcome to Find a Provider' is centered on the screen. The modal contains the text 'Use your current location or enter one in.' and two options: 'Use My Location' (highlighted with a pink box) and 'Address, Zip code or County + State*' (also highlighted with a pink box). The address field contains the example text 'e.g. 5 Elm St... or King County, WA'. Below the address field is a 'Set Location' button. The modal also includes a language selector set to 'English' and a 'Back to Update' link. The background map shows various cities and states, with a search bar at the top left. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 7:57 AM on 8/29/2018.

Menu superior healthplan English ?

Map Satellite United States

Denver Colorado Springs Pueblo Kansas City Lawrence Missouri St. Louis Springfield Mark Twain National Forest Illinois Springfield Indiana Indianapolis Cincinnati Columbus Ohio Pittsburgh Philadelphia Maryland New Jersey Washington Delaware Norfolk Virginia Beach

Network: STAR

Welcome to Find a Provider

Use your current location or enter one in.

English Back to Update

Use My Location OR Address, Zip code or County + State*

e.g. 5 Elm St... or King County, WA

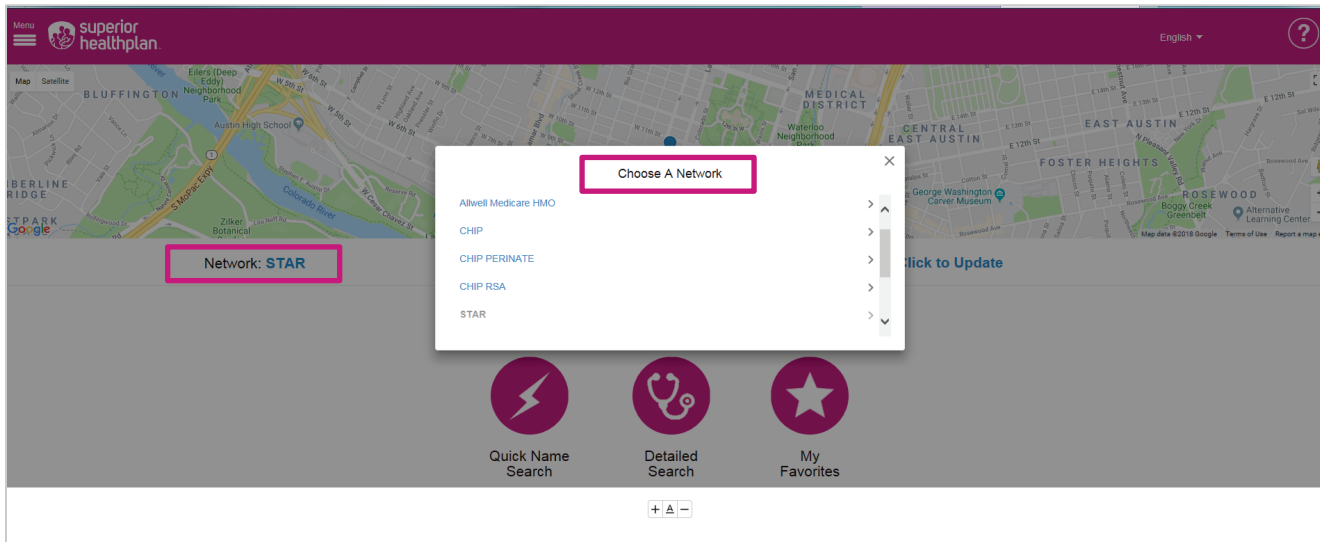
When searching by county, please include state

Set Location

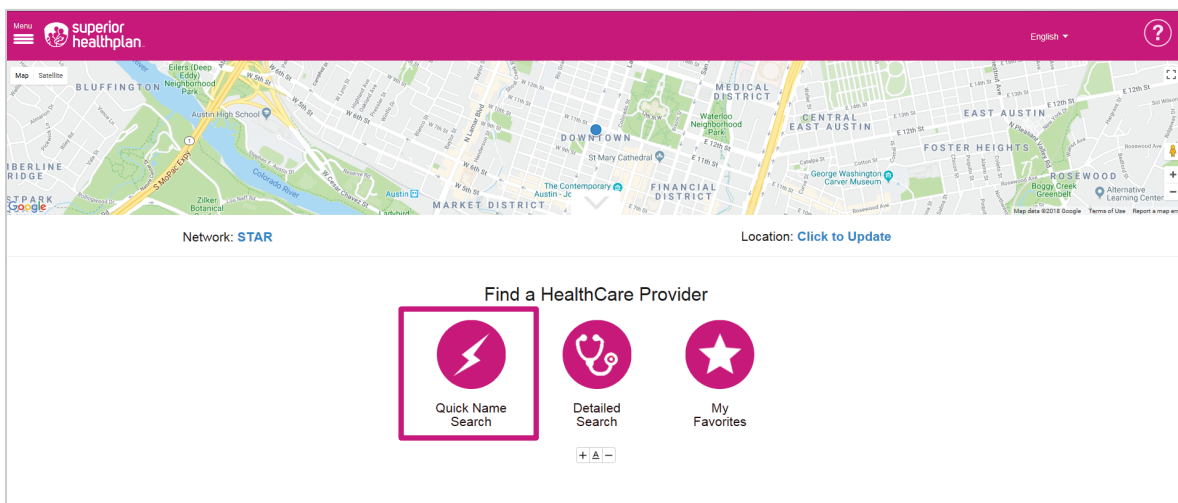
+ A -

7:57 AM 8/29/2018

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.



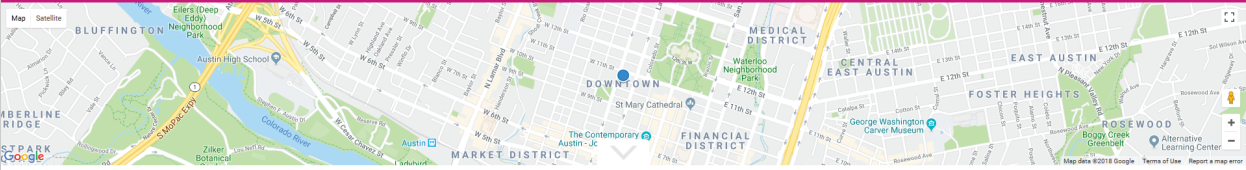
Menu



English

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Map Satellite



Network: STAR

Location: [Click to Update](#)

Quick Name Search

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Search

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robert a carter dc pc

robert c lang

roberts home medical inc (seneca meadows pkwy)

rob a fuller

Enter the **Practitioner** or **Provider Name** and click **Search**.

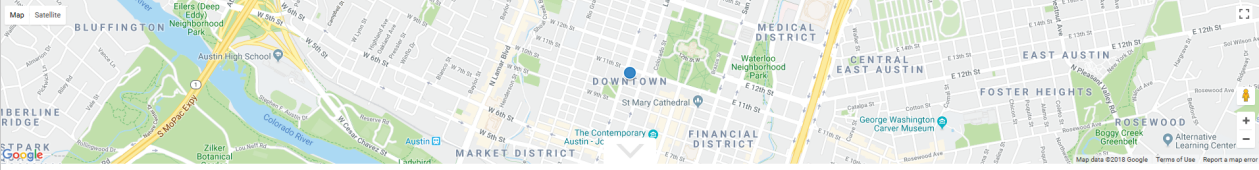
Menu



English

?

Map Satellite



Network: STAR

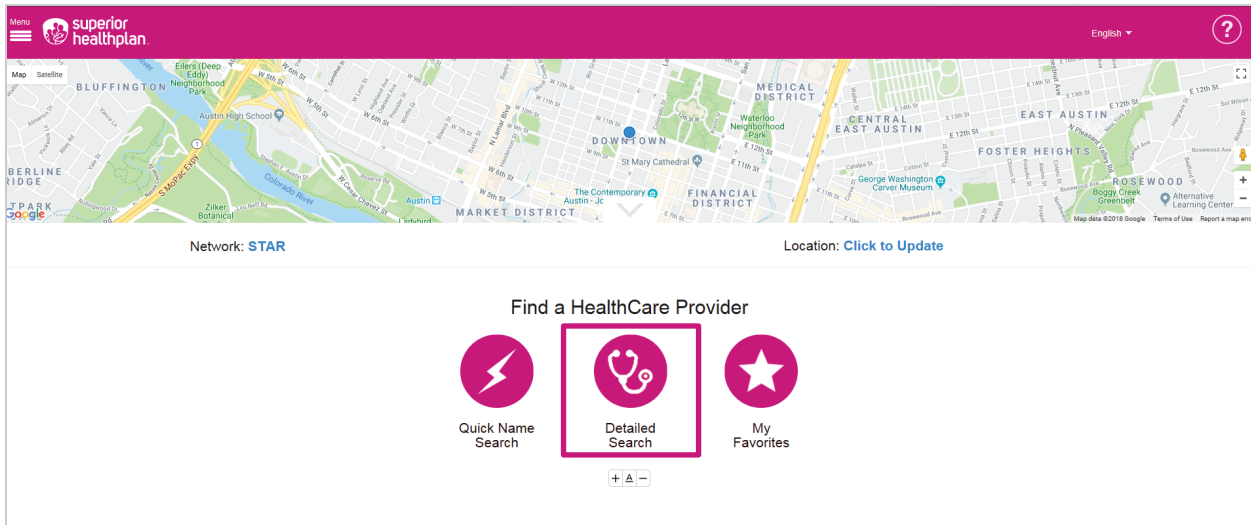
Location: [Click to Update](#)

Quick Name Search

Enter Practitioner or Provider Name

Search

Click the **Detailed Search** option if you are looking for a doctor, hospital or specialist.



Menu **superior healthplan** English ?

Map Satellite BLUFFINGTON Eilers (Deep Eddy) Neighborhood Park W 5th St W 6th St W 7th St W 8th St W 9th St W 10th St W 11th St W 12th St W 13th St W 14th St W 15th St W 16th St W 17th St W 18th St W 19th St W 20th St W 21st St W 22nd St W 23rd St W 24th St W 25th St W 26th St W 27th St W 28th St W 29th St W 30th St W 31st St W 32nd St W 33rd St W 34th St W 35th St W 36th St W 37th St W 38th St W 39th St W 40th St W 41st St W 42nd St W 43rd St W 44th St W 45th St W 46th St W 47th St W 48th St W 49th St W 50th St W 51st St W 52nd St W 53rd St W 54th St W 55th St W 56th St W 57th St W 58th St W 59th St W 60th St W 61st St W 62nd St W 63rd St W 64th St W 65th St W 66th St W 67th St W 68th St W 69th St W 70th St W 71st St W 72nd St W 73rd St W 74th St W 75th St W 76th St W 77th St W 78th St W 79th St W 80th St W 81st St W 82nd St W 83rd St W 84th St W 85th St W 86th St W 87th St W 88th St W 89th St W 90th St W 91st St W 92nd St W 93rd St W 94th St W 95th St W 96th St W 97th St W 98th St W 99th St W 100th St E 1st St E 2nd St E 3rd St E 4th St E 5th St E 6th St E 7th St E 8th St E 9th St E 10th St E 11th St E 12th St E 13th St E 14th St E 15th St E 16th St E 17th St E 18th St E 19th St E 20th St E 21st St E 22nd St E 23rd St E 24th St E 25th St E 26th St E 27th St E 28th St E 29th St E 30th St E 31st St E 32nd St E 33rd St E 34th St E 35th St E 36th St E 37th St E 38th St E 39th St E 40th St E 41st St E 42nd St E 43rd St E 44th St E 45th St E 46th St E 47th St E 48th St E 49th St E 50th St E 51st St E 52nd St E 53rd St E 54th St E 55th St E 56th St E 57th St E 58th St E 59th St E 60th St E 61st St E 62nd St E 63rd St E 64th St E 65th St E 66th St E 67th St E 68th St E 69th St E 70th St E 71st St E 72nd St E 73rd St E 74th St E 75th St E 76th St E 77th St E 78th St E 79th St E 80th St E 81st St E 82nd St E 83rd St E 84th St E 85th St E 86th St E 87th St E 88th St E 89th St E 90th St E 91st St E 92nd St E 93rd St E 94th St E 95th St E 96th St E 97th St E 98th St E 99th St E 100th St Austin High School Zilker Botanical Park Waterloo Neighborhood Park George Washington Carver Museum St Mary Cathedral The Contemporary Austin J.C. Rosewood Bogg Creek Greenbelt Alternative Learning Center Map data ©2018 Google Terms of Use Report a map error

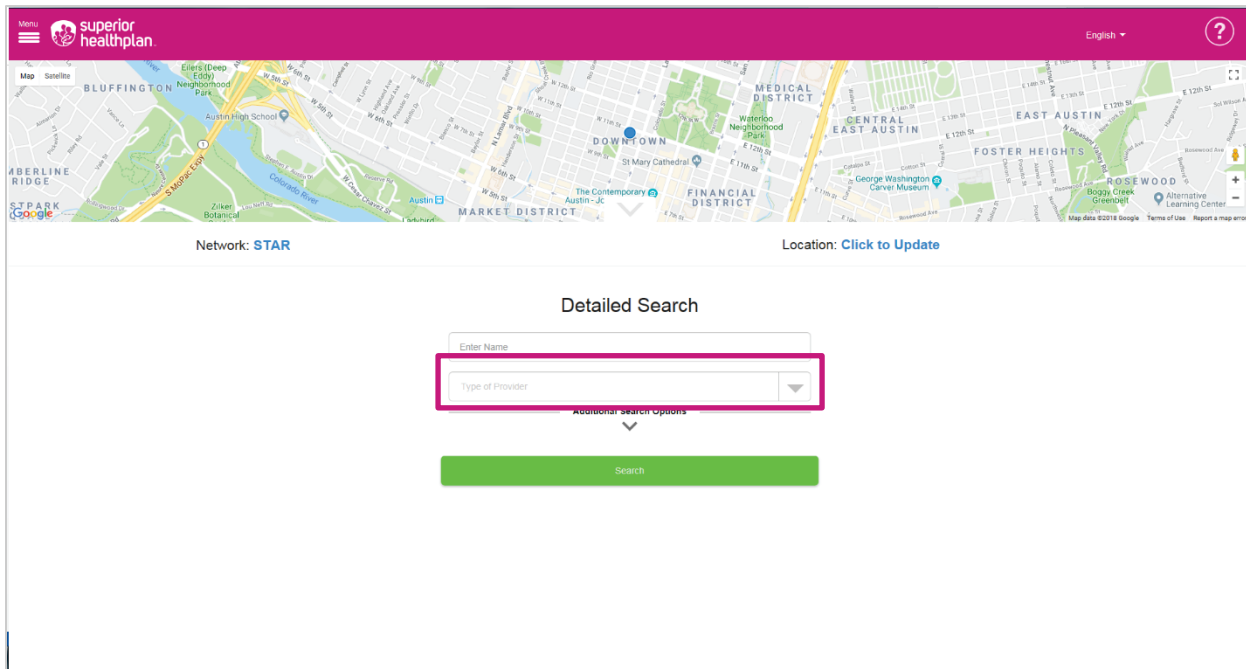
Network: **STAR** Location: [Click to Update](#)

Find a HealthCare Provider

Quick Name Search Detailed Search My Favorites

+ -

Click on **Type of Provider** to find Primary Care Provider, Hospital, Specialist, Behavioral Health, Pharmacy or other options.



Menu **superior healthplan** English ?

Map Satellite BLUFFINGTON Eilers (Deep Eddy) Neighborhood Park W 5th St W 6th St W 7th St W 8th St W 9th St W 10th St W 11th St W 12th St W 13th St W 14th St W 15th St W 16th St W 17th St W 18th St W 19th St W 20th St W 21st St W 22nd St W 23rd St W 24th St W 25th St W 26th St W 27th St W 28th St W 29th St W 30th St W 31st St W 32nd St W 33rd St W 34th St W 35th St W 36th St W 37th St W 38th St W 39th St W 40th St W 41st St W 42nd St W 43rd St W 44th St W 45th St W 46th St W 47th St W 48th St W 49th St W 50th St W 51st St W 52nd St W 53rd St W 54th St W 55th St W 56th St W 57th St W 58th St W 59th St W 60th St W 61st St W 62nd St W 63rd St W 64th St W 65th St W 66th St W 67th St W 68th St W 69th St W 70th St W 71st St W 72nd St W 73rd St W 74th St W 75th St W 76th St W 77th St W 78th St W 79th St W 80th St W 81st St W 82nd St W 83rd St W 84th St W 85th St W 86th St W 87th St W 88th St W 89th St W 90th St W 91st St W 92nd St W 93rd St W 94th St W 95th St W 96th St W 97th St W 98th St W 99th St W 100th St E 1st St E 2nd St E 3rd St E 4th St E 5th St E 6th St E 7th St E 8th St E 9th St E 10th St E 11th St E 12th St E 13th St E 14th St E 15th St E 16th St E 17th St E 18th St E 19th St E 20th St E 21st St E 22nd St E 23rd St E 24th St E 25th St E 26th St E 27th St E 28th St E 29th St E 30th St E 31st St E 32nd St E 33rd St E 34th St E 35th St E 36th St E 37th St E 38th St E 39th St E 40th St E 41st St E 42nd St E 43rd St E 44th St E 45th St E 46th St E 47th St E 48th St E 49th St E 50th St E 51st St E 52nd St E 53rd St E 54th St E 55th St E 56th St E 57th St E 58th St E 59th St E 60th St E 61st St E 62nd St E 63rd St E 64th St E 65th St E 66th St E 67th St E 68th St E 69th St E 70th St E 71st St E 72nd St E 73rd St E 74th St E 75th St E 76th St E 77th St E 78th St E 79th St E 80th St E 81st St E 82nd St E 83rd St E 84th St E 85th St E 86th St E 87th St E 88th St E 89th St E 90th St E 91st St E 92nd St E 93rd St E 94th St E 95th St E 96th St E 97th St E 98th St E 99th St E 100th St Austin High School Zilker Botanical Park Waterloo Neighborhood Park George Washington Carver Museum St Mary Cathedral The Contemporary Austin J.C. Rosewood Bogg Creek Greenbelt Alternative Learning Center Map data ©2018 Google Terms of Use Report a map error

Network: **STAR** Location: [Click to Update](#)

Detailed Search

Enter Name

Type of Provider

Additional Search Options

Search

Choose **Ancillary** and the **Specialty** when you are looking for laboratories or other types of providers not listed.

Menu



English

?

Map

Satellite



Network: STAR

Location: [Click to Update](#)

Detailed Search

Enter Name

ANCILLARY

Specialty

Additional Search Options

Search

After selecting a **Provider Type**, you will be prompted with a detailed **Specialty** drop-down field to further narrow down your search.

Detailed Search

BEHAVIORAL HEALTH

▼

Specialty

▼

☐ Provider

☐ Male

☐ Practitioner

☐ Female

☐ Either

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.

Menu

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healthplan

English

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MapSatellite

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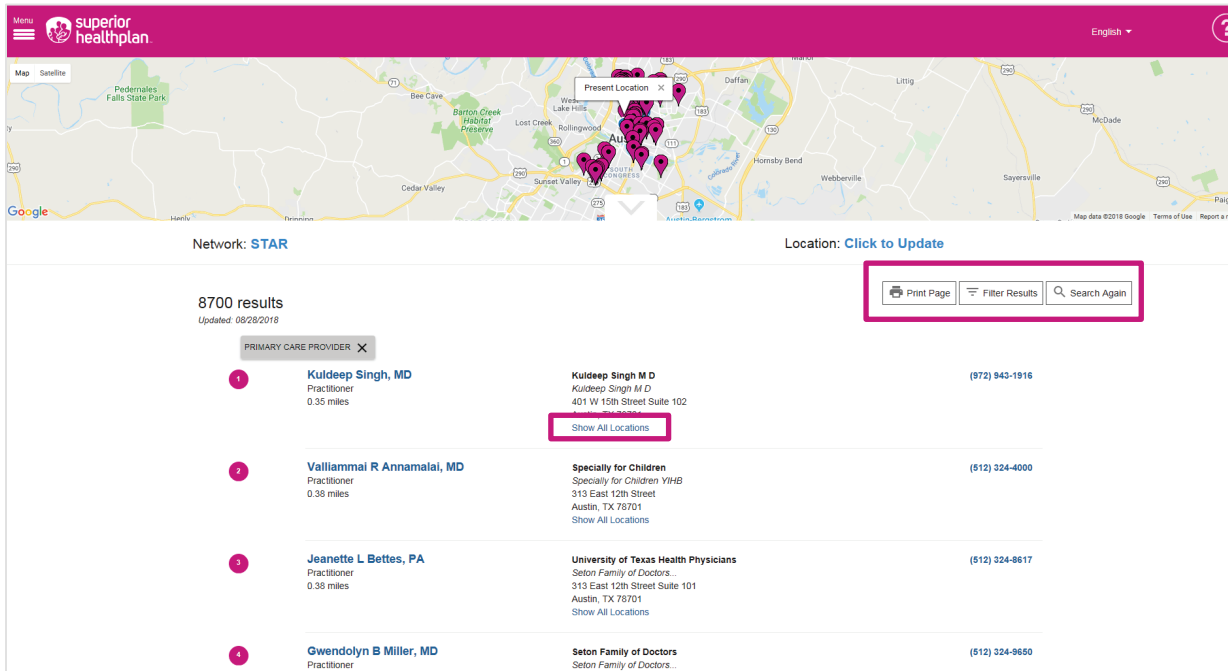
W 346th St

A new page will load with a map showing the providers that fit your selections.

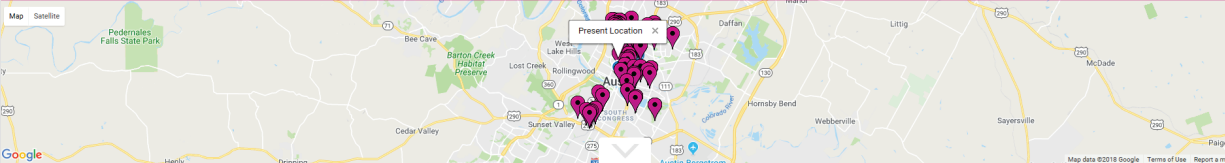
To learn more about one of the providers listed, click on the blue bolded provider name.

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.



Menu **superior healthplan** English ?

Map Satellite  Map data ©2018 Google Terms of Use Report a map

Network: **STAR** Location: [Click to Update](#)

8700 results
Updated: 08/28/2018

PRIMARY CARE PROVIDER X

1	Kuldeep Singh, MD Practitioner 0.35 miles	Kuldeep Singh M D Kuldeep Singh M D 401 W 15th Street Suite 102 Austin, TX 78701 Show All Locations	(972) 942-1916
2	Valliammai R Annamalai, MD Practitioner 0.38 miles	Specialty for Children Specialty for Children YH&B 313 East 12th Street Austin, TX 78701 Show All Locations	(512) 324-4000
3	Jeanette L Bettes, PA Practitioner 0.38 miles	University of Texas Health Physicians Seton Family of Doctors... 313 East 12th Street Suite 101 Austin, TX 78701 Show All Locations	(512) 324-8617
4	Gwendolyn B Miller, MD Practitioner	Seton Family of Doctors Seton Family of Doctors...	(512) 324-9650

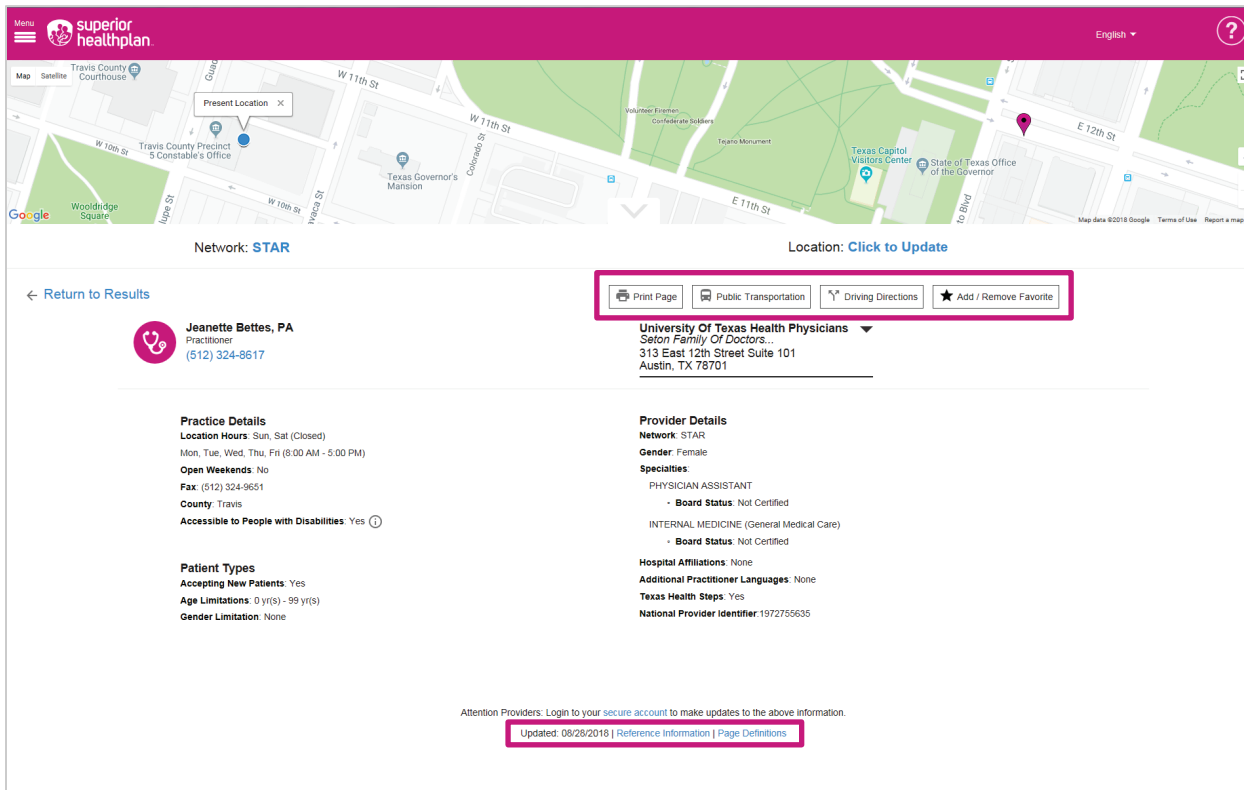
Print Page Filter Results Search Again

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.



The screenshot shows the Superior Healthplan Find A Provider page for Jeanette Bettes, PA. The page includes a map at the top showing the location of the provider's office. Below the map, there are buttons for "Print Page", "Public Transportation", "Driving Directions", and "Add / Remove Favorite". The provider's name and contact information are displayed, along with a list of practice details, patient types, and provider details. The page is updated as of 06/28/2016.

superior healthplan

Map Satellite Travis County Courthouse Present Location X W 11th St W 10th St W 9th St W 8th St W 7th St W 6th St W 5th St W 4th St W 3rd St W 2nd St W 1st St E 11th St E 12th St E 13th St E 14th St E 15th St E 16th St E 17th St E 18th St E 19th St E 20th St E 21st St E 22nd St E 23rd St E 24th St E 25th St E 26th St E 27th St E 28th St E 29th St E 30th St E 31st St E 32nd St E 33rd St E 34th St E 35th St E 36th St E 37th St E 38th St E 39th St E 40th St E 41st St E 42nd St E 43rd St E 44th St E 45th St E 46th St E 47th St E 48th St E 49th St E 50th St E 51st St E 52nd St E 53rd St E 54th St E 55th St E 56th St E 57th St E 58th St E 59th St E 60th St E 61st St E 62nd St E 63rd St E 64th St E 65th St E 66th St E 67th St E 68th St E 69th St E 70th St E 71st St E 72nd St E 73rd St E 74th St E 75th St E 76th St E 77th St E 78th St E 79th St E 80th St E 81st St E 82nd St E 83rd St E 84th St E 85th St E 86th St E 87th St E 88th St E 89th St E 90th St E 91st St E 92nd St E 93rd St E 94th St E 95th St E 96th St E 97th St E 98th St E 99th St E 100th St

Network: **STAR** Location: [Click to Update](#)

[Return to Results](#)

Jeanette Bettes, PA
Practitioner
(512) 324-9617

Practice Details
Location Hours: Sun, Sat (Closed)
Mon, Tue, Wed, Thu, Fri (8:00 AM - 5:00 PM)
Open Weekends: No
Fax: (512) 324-9651
County: Travis
Accessible to People with Disabilities: Yes ⓘ

Patient Types
Accepting New Patients: Yes
Age Limitations: 0 yr(s) - 99 yr(s)
Gender Limitation: None

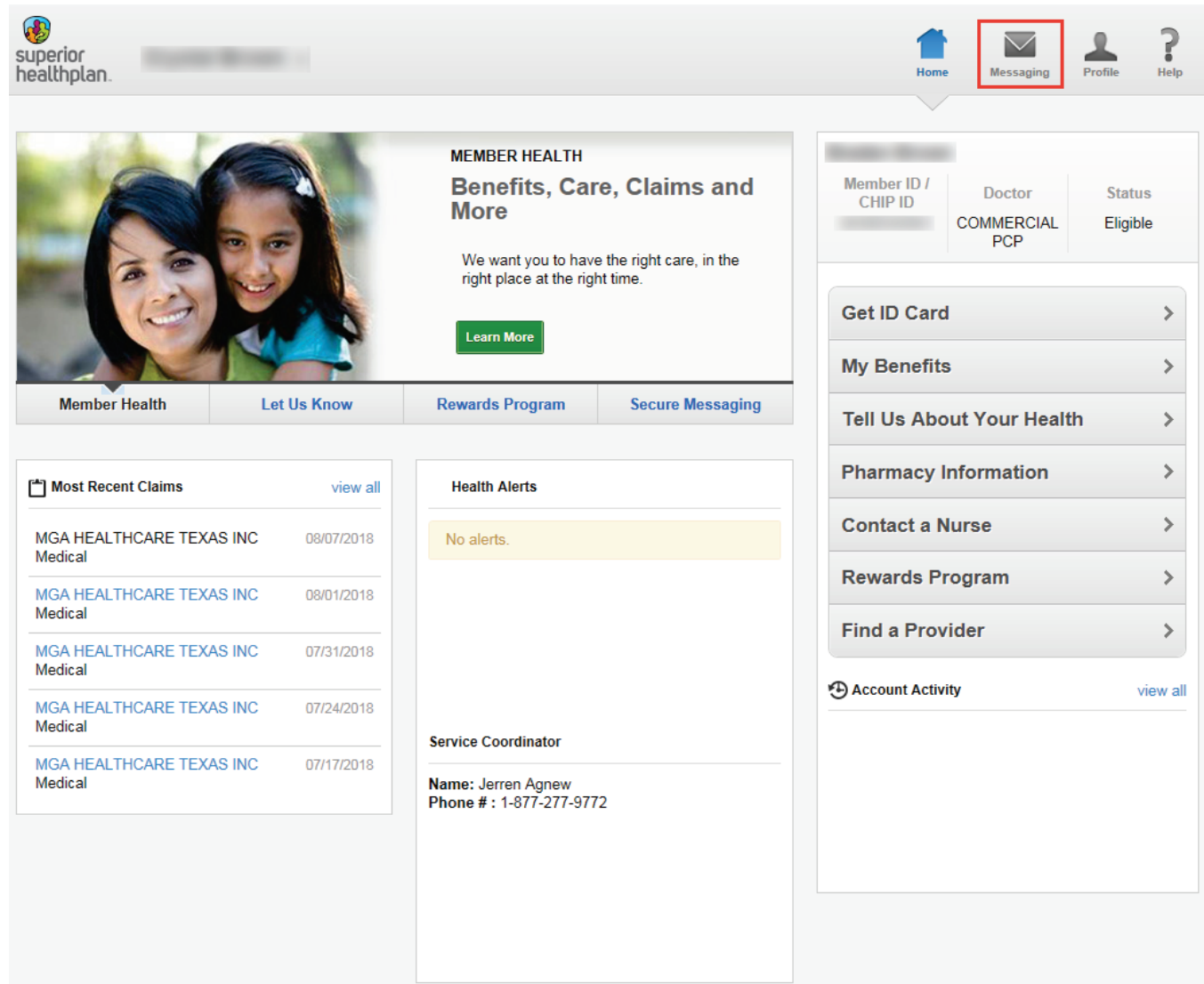
Provider Details
Network: STAR
Gender: Female
Specialties:
PHYSICIAN ASSISTANT
• Board Status: Not Certified
INTERNAL MEDICINE (General Medical Care)
• Board Status: Not Certified
Hospital Affiliations: None
Additional Practitioner Languages: None
Texas Health Steps: Yes
National Provider Identifier: 1972755635

University Of Texas Health Physicians
Seton Family Of Doctors...
313 East 12th Street Suite 101
Austin, TX 78701

Attention Providers: Login to your secure account to make updates to the above information.
Updated: 06/28/2016 | [Reference Information](#) | [Page Definitions](#)

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.



The screenshot shows the Superior Healthplan Member Portal interface. At the top, there is a navigation bar with the Superior Healthplan logo on the left and four icons on the right: Home, Messaging (highlighted with a red box), Profile, and Help. Below the navigation bar, the main content area is divided into several sections. On the left, there is a large banner for 'MEMBER HEALTH' with the subheading 'Benefits, Care, Claims and More' and a 'Learn More' button. Below this banner are four tabs: 'Member Health', 'Let Us Know', 'Rewards Program', and 'Secure Messaging'. To the right of the banner, there is a sidebar with a list of links: 'Get ID Card', 'My Benefits', 'Tell Us About Your Health', 'Pharmacy Information', 'Contact a Nurse', 'Rewards Program', and 'Find a Provider'. Below these links is a section for 'Account Activity' with a 'view all' link. In the center of the page, there is a section for 'Most Recent Claims' with a 'view all' link. This section contains a table of claims data. To the right of the claims table, there is a section for 'Health Alerts' which currently shows 'No alerts.' Below this, there is a section for 'Service Coordinator' with the name 'Jerren Agnew' and phone number '1-877-277-9772'.

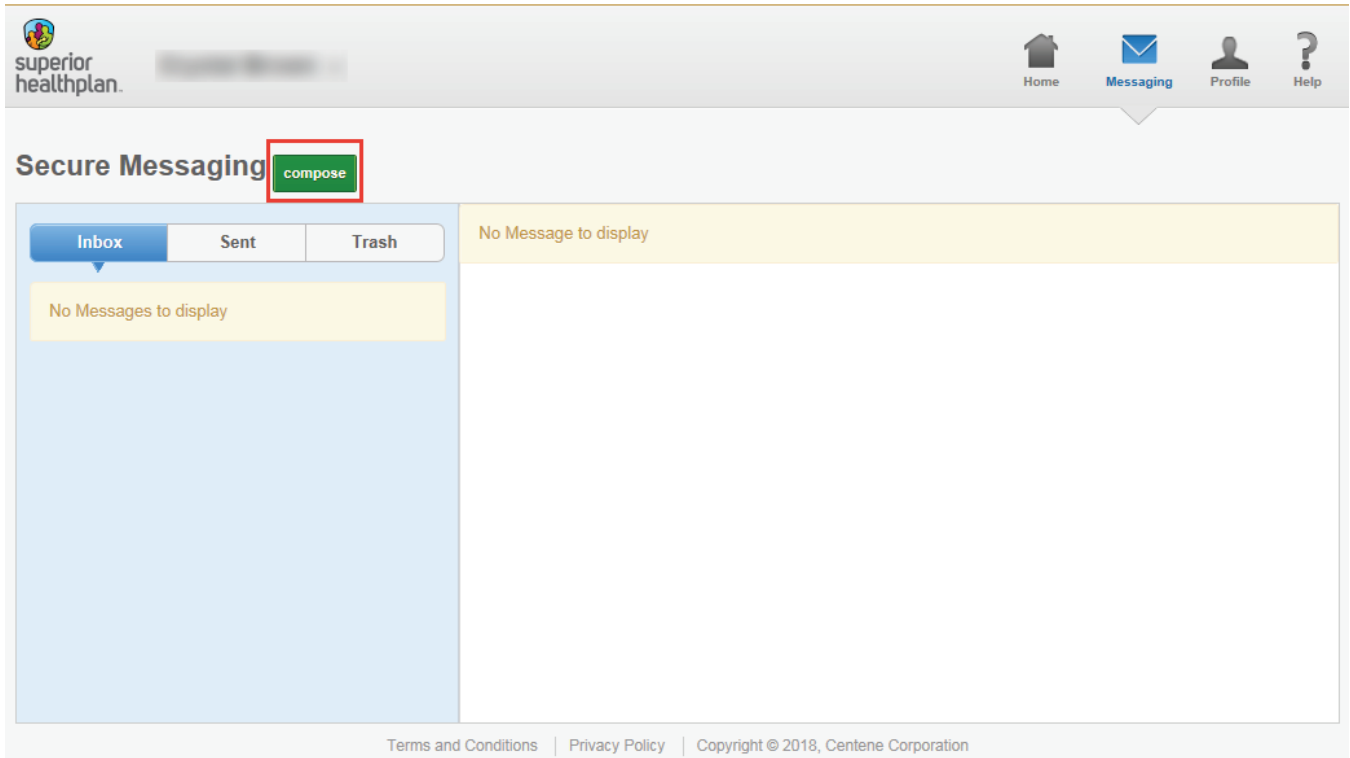
Member ID / CHIP ID	Doctor	Status
	COMMERCIAL PCP	Eligible

Most Recent Claims	
MGA HEALTHCARE TEXAS INC Medical	08/07/2018
MGA HEALTHCARE TEXAS INC Medical	08/01/2018
MGA HEALTHCARE TEXAS INC Medical	07/31/2018
MGA HEALTHCARE TEXAS INC Medical	07/24/2018
MGA HEALTHCARE TEXAS INC Medical	07/17/2018

Health Alerts
No alerts.

Service Coordinator
Name: Jerren Agnew Phone #: 1-877-277-9772

On the Secure Messaging page, click **Compose** to begin your secure message.



superior healthplan.

Home Messaging Profile Help

Secure Messaging **compose**

Inbox Sent Trash

No Messages to display

No Message to display

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Select **Primary Care Provider Change Request** as the Subject.

 superior healthplan. Member ID: [REDACTED]

 Home  Messaging  Profile  Help

Secure Messaging

Compose Message

Subject

Select a subject

Behavioral Health - Foster Care

Benefit Inquiry - Benefit Limits / Copay

Benefit Inquiry - Dental

Benefit Inquiry - Medical

Benefit Inquiry - Transportation

CentAccount - Reward Inquiry

Eligibility - Disenrollment

Eligibility Inquiry

Member Activity - Health Risk Screening

Member Information Update - Address Change

Member Information Update - Phone Number

Member Material Request - ID Card Request

Member Material Request - Welcome Packet Request

Member Grievances - Submit Grievances

Primary Care Provider Change Request

Practitioner/Provider Lookup - Provider Status Inquiry

Practitioner/Provider Lookup - Specialist Search

Practitioner/Provider Lookup - Vision Provider Search

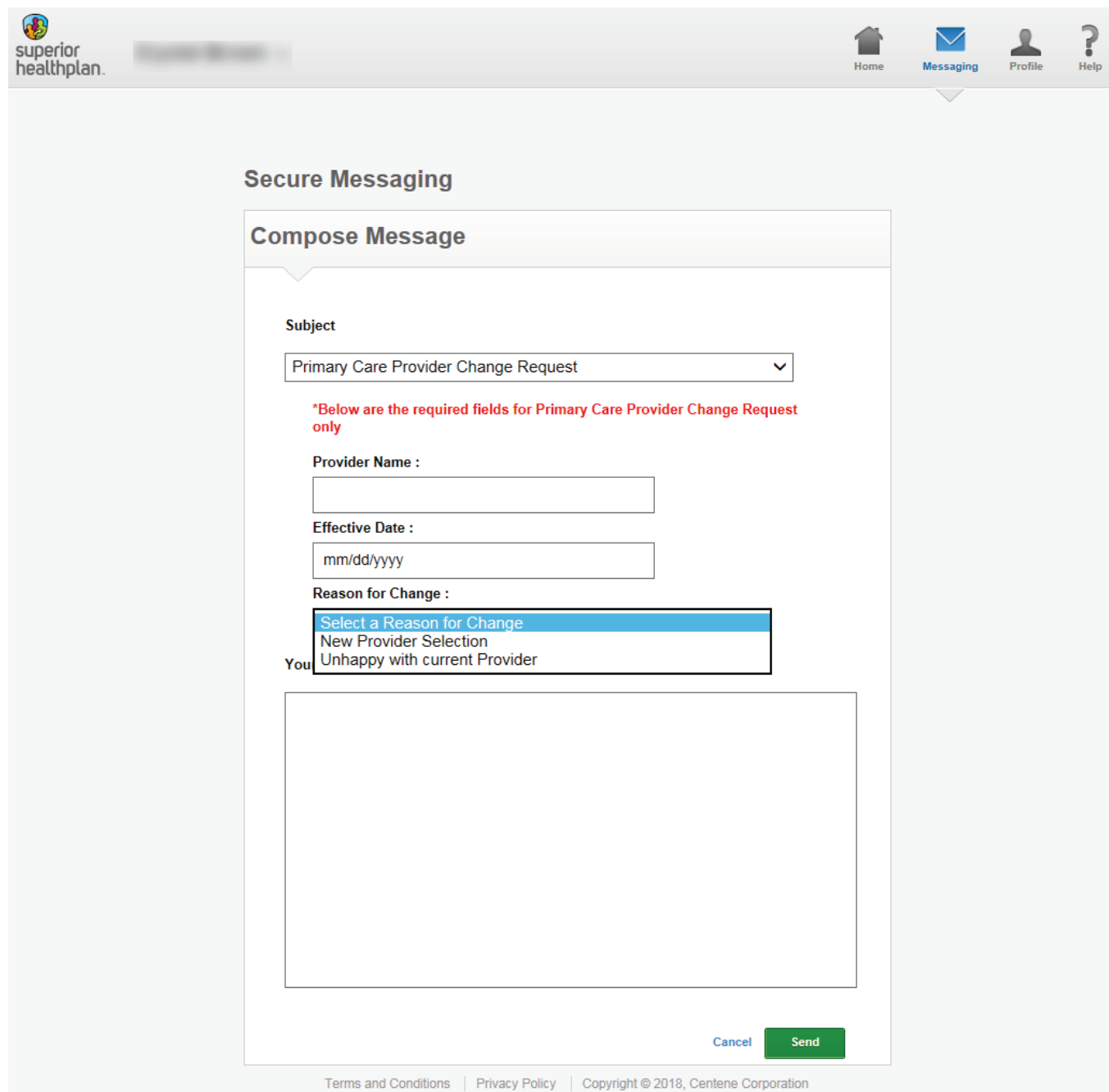
Practitioner/Provider Lookup - Hospital

Other (PS)

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.



The screenshot shows the 'Secure Messaging' interface with a 'Compose Message' form. The form includes a 'Subject' dropdown menu set to 'Primary Care Provider Change Request'. A red note states: '*Below are the required fields for Primary Care Provider Change Request only'. The form has three required fields: 'Provider Name' (text input), 'Effective Date' (text input with a date format hint 'mm/dd/yyyy'), and 'Reason for Change' (a dropdown menu with options 'Select a Reason for Change', 'New Provider Selection', and 'Unhappy with current Provider'). Below these is a large text area for 'Your Message'. At the bottom right are 'Cancel' and 'Send' buttons. The footer contains links for 'Terms and Conditions', 'Privacy Policy', and a copyright notice for 2018, Centene Corporation.

superior healthplan. Home Messaging Profile Help

Secure Messaging

Compose Message

Subject

Primary Care Provider Change Request

***Below are the required fields for Primary Care Provider Change Request only**

Provider Name :

Effective Date :

mm/dd/yyyy

Reason for Change :

Select a Reason for Change
New Provider Selection
Unhappy with current Provider

Your Message

Cancel Send

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