

Finding quality care

When it's time to find a doctor or hospital in your plan, you can be sure that our network includes high-quality providers. However, we understand that you may want to do your own research. The tips below include resources that can help you find the care that is right for you.



Are you choosing a doctor?

When searching for a doctor, you may want to check for their board certification and where they attended medical school. Board certification shows that a doctor has earned a medical degree from a qualified school, completed an accredited residency training, passed an exam to be licensed by the state where they practice, and takes continuing education classes. The medical school lets you know where they earned their degree.

- For most doctors, you can verify their current board certification status directly through the American Board of Medical Specialties (ABMS).
 - Go to **Certification Matters**, then select **Is my doctor board certified?** to search for doctors.
- Board certification for Doctors of Osteopathic Medicine can be found by going to the **American Osteopathic Association** (AOA) website.
 - To find information, scroll down to *Find Your DO*, enter location information and then use the filter options to refine the results.
- To verify board certification status of specialties not affiliated with ABMS or AOA, go directly to the appropriate board's website.
- To verify medical school, go to the **Federation of State Medical Boards** (FSMB) website. You also can check to see if their license is active and review their professional background.



Are you choosing a hospital?

When looking for a hospital, you will want to check quality and accreditation. Quality is generally based on patient experience and outcomes. Accreditation also measures quality along with safety and the hospital's commitment to best practices and continuous improvement in patient care.

Hospital quality

Hospital Compare is a government site that lets you compare hospitals based on their overall star rating. You will see how well hospitals provide recommended care, as well as find data on patient experiences and outcomes such as readmissions and complications. To find a hospital or compare up to three locations, enter your location and select **Search**.

Hospital accreditation

Accreditation is usually awarded by an independent third party. You can find hospital accreditation information by using any of the following agency links.

The Joint Commission (TJC)

From the **Quality Check** search page you can enter the name of the hospital or search by entering location information. Use the *Narrow Results* section to refine your search and select the **Hospital** under Accreditation Program.

Health Care Facilities Accreditation Program (HFAP)

Go to the **Search Facilities** tab to begin looking for accredited hospitals. You can narrow your search using the *Filter Grid Options*. Choose **Details** to find information about the hospital.

National Integrated Accreditation for Healthcare Organization (NIAHO)

Select the **Search Hospitals** tab on the right or complete the fields under the *Search Hospitals* column on the left. You can then search by hospital name, type of certification and accreditation, or state.

Center for Improvement in Healthcare Quality (CIHQ)

Here you'll find the *CIHQ Accredited Hospital Listing* in alphabetical order. To view additional hospitals, choose **Next**. Select the hospital name for more information.