



Find Care user guide

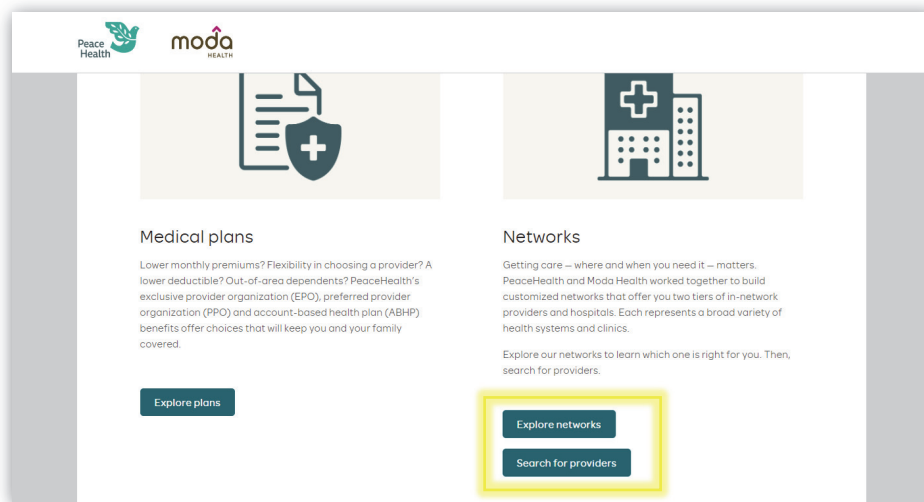
How to find in-network providers

Provider Search

Follow these steps to find an in-network provider (Tier I or Tier II) or providers that will be out-of-network (Tier III) for all states/networks.

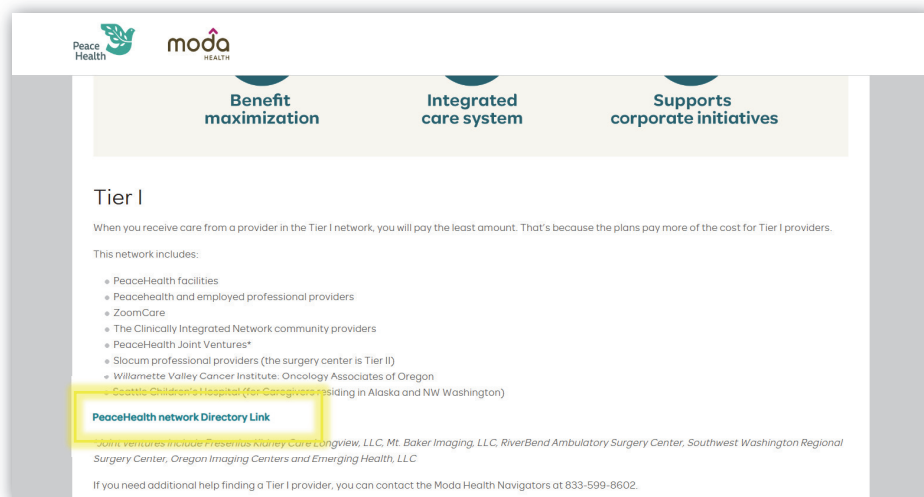
How to find an in-network provider:

1. Go to modahealth.com/peacehealth.
2. Click the “**Explore networks**” button to learn which one is right for you.
Or, click the “**Search for providers**” button to find in-network providers (*then skip to step 4*).



How to find a Tier I in-network provider:

3. From the networks page, click the “**PeaceHealth Network Directory Link**” (under Tier I) to search for providers. *Note: this is the easiest way to search for all network tiers.*



4. Search by provider name **or** location.

Note: You can use the Find Care tool to search for any Tier I provider, regardless of your location. Just change the state dropdown to Alaska, Oregon, Washington, etc. Or, you can enter in the Tier I provider name that you are searching for (example: PeaceHealth Medical Group)

moda | Find Care

Search for a provider

Welcome, guest | Search as a member

Type of search
Medical

Network ?
PeaceHealth Network Tier I

Name of provider
PeaceHealth Medical Group

Type
- Any type -

Specialty ?
- Any specialty -

Location
City
- State -
ZIP
25 miles

More search options

Accepting new patients Telehealth provider ?

Search

How to find a Tier II in-network provider:

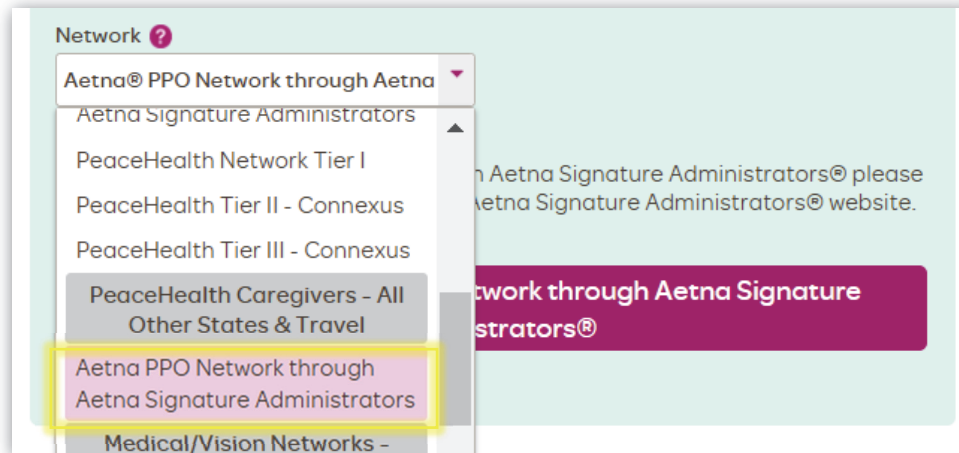
1. To look for a Tier II in-network provider, stay on this screen, and change the Network Tier in the “Network” drop down. The options are:
 - **PeaceHealth Caregivers Oregon and SW Washington –**
Tier II in-network Connexus and Tier III out-of-network Connexus
Note: not all Connexus providers are in Tier II (example: McKenzie Willamette)
 - **PeaceHealth Caregivers Alaska –**
Note: Three network options will help you locate a Tier II in-network provider in Alaska. These are Endeavor Select, First Choice and for the Lower 48 - Aetna PPO Network through Aetna Signature Network.
 - **PeaceHealth Caregivers NW Washington –**
Tier II in-network Aetna PPO Network through Aetna Signature Network

The screenshot shows a search interface with the following elements:

- Type of search:** Medical
- Network:** A dropdown menu is open, showing a list of options. The current selection is "PeaceHealth Network Tier I". Other visible options include "PeaceHealth Caregivers - Oregon & SW Washington", "PeaceHealth Network Tier I", "PeaceHealth Tier II - Connexus", "PeaceHealth Tier III - Connexus", "PeaceHealth Caregivers - Alaska", "Aetna PPO Network through Aetna Signature Administrators", "PeaceHealth Network Tier I", "PeaceHealth Tier II - Endeavor Select", "PeaceHealth Tier II - First Choice", "PeaceHealth Caregivers - NW Washington", and "Aetna PPO Network through Aetna Signature Administrators".
- Specialty:** - Any specialty -
- State:** - State -
- ZIP:** ZIP
- Search button:** A purple button labeled "Search".

To look for a Tier II provider for your out-of-area dependents

1. Under “PeaceHealth Caregivers - All Other States & Travel,” click on “**Aetna PPO Network through Aetna Signature Administrators**”
2. Click the “**Continue to Aetna PPO Network through Aetna Signature Administrators**” button



3. Next, enter your home location (zip, city, county or state)
Note: The default radius is set to 100 miles
4. Then, enter in the provider’s name of your out-of-area dependent

Local healthcare organizations out-of-network (Tier III) or excluded in 2025

Out-of-Network (Tier III):

- Legacy Salmon Creek Medical Center (facility only, providers remain in-network Tier II)
- McKenzie Surgery Center
- McKenzie-Willamette Medical Center
- Option Care at Legacy Health (home infusion)

Excluded:

- Family Care Network

Tips for searching in Find Care

1. Once the member is at the provider search page, always search by:
 - Provider name (specific provider of service or facility) **or**
 - Provider location
 - Location searches work best if either City and State are entered **or**
 - Zip code is entered
2. Limit the number of search parameters being used.
 - Use **Type** or **Specialty** but not both.
3. The search tool needs to get a match on the name that is used; it may help to try different spelling options.
4. For web browsers:
 - Any web browser can be used with the search tool. It is a good practice to periodically clear cache on your desktop.
 - With any web browser the system will time out eventually, so you may need to refresh your Find Care search if you have it sitting idle for a while.
5. Using Find Care on a mobile device:
 - Our mobile experience currently does not provide the “Network” drop down for selecting a network.
 - For the best results, search by provider name or location.
 - When your provider is found, be sure to check which networks that provider is contracted – the applicable PeaceHealth network will be listed
 - If using a mobile device, change browser setting to “Desktop Site” for better search results. *(See example below using a Samsung Android Device)*

