Peace Health + moda HEALTH

Find Care user guide for Alaska Caregivers

How to find in-network providers

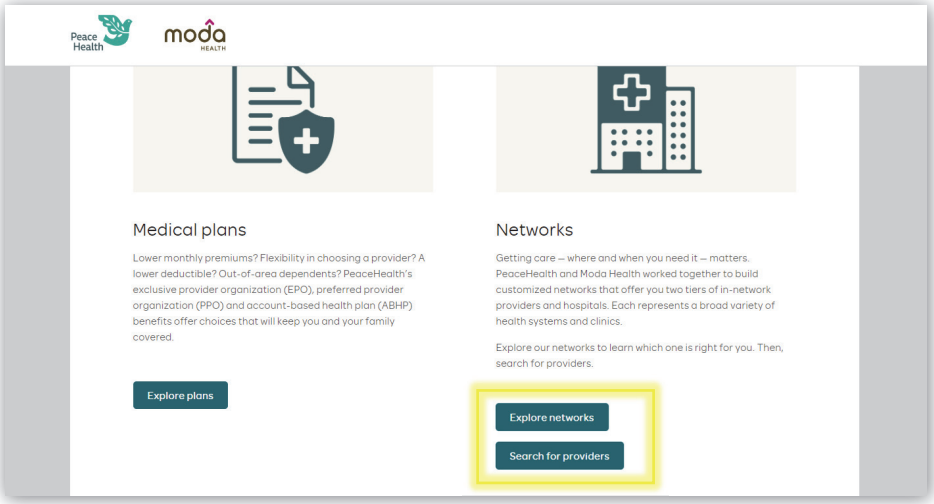
Provider Search

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)*.



You have access to two levels of in-network provider coverage.

Tier I network includes:

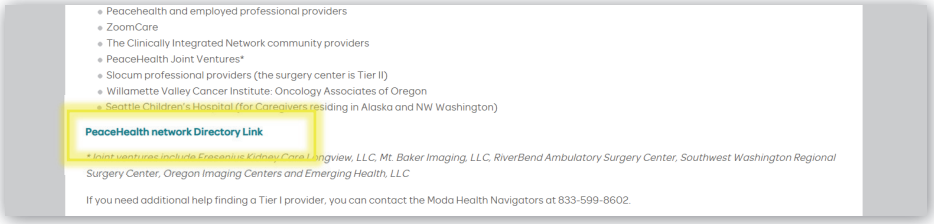
- PeaceHealth facilities and employed professional providers
- ZoomCare
- The Clinically Integrated Network (CIN) community providers
- Joint Ventures*
- Slocum providers in Eugene/Springfield, Oregon (Slocum Surgery Center facility remains Tier II)
- Willamette Valley Cancer Institute: Oncology Associates of Oregon
- Seattle Children's Hospital facility
  (provider charges remain Tier II) - for caregivers residing in Alaska and NW Washington)

Tier II network includes:

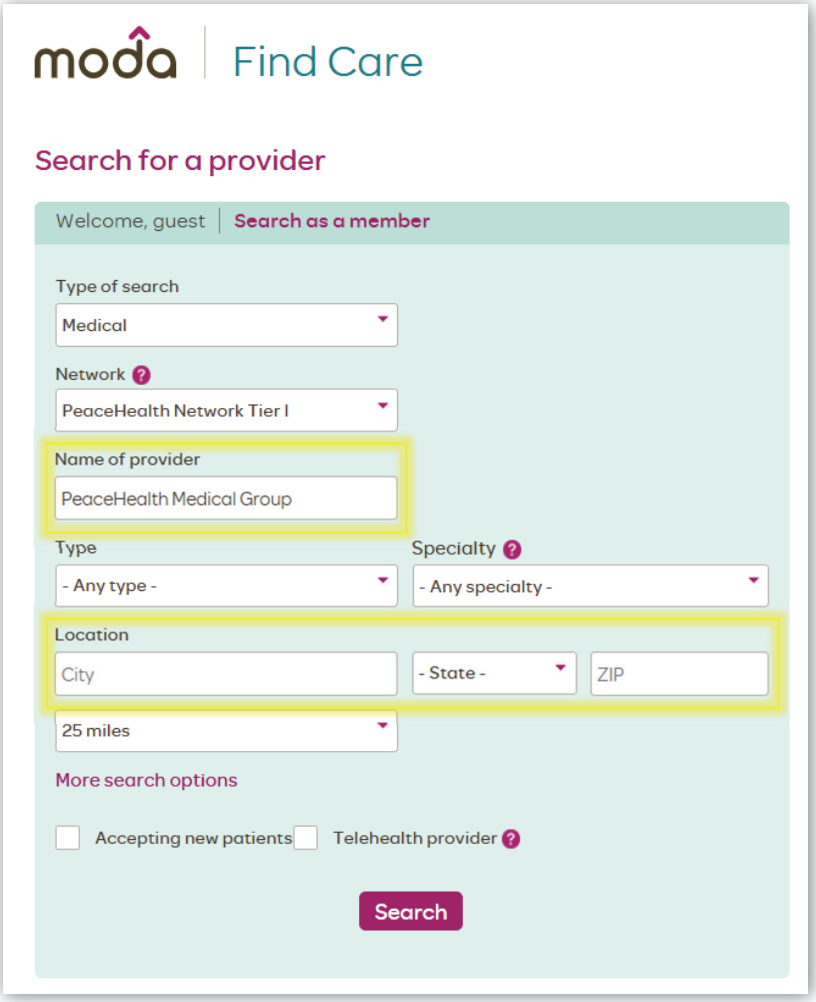
- Endeavor Select
- First Choice and
- Aetna PPO Network through Aetna Signature Network (for the lower 48 states)

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.*



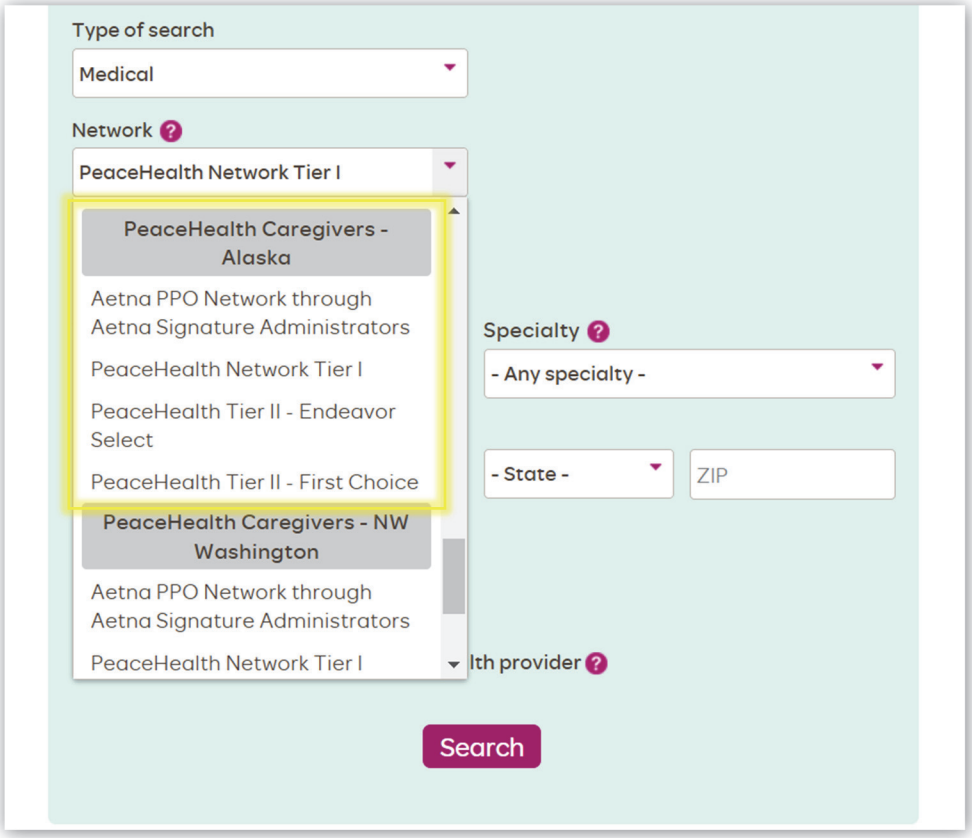
4. Search by provider name **or** location.
   Note: You can use the Find Care tool to search for any Tier I provider, regardless of your location. Just change the state dropdown to Alaska, Oregon, Washington, etc. Or, you can enter in the Tier I provider name that you are searching for (example: PeaceHealth Medical Group)
   The default radius is set to 100 miles.



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 option for Alaska Caregivers is:

   - **PeaceHealth Caregivers Alaska** –
     Note: You have access to three Tier II networks (in-network):
     - *Endeavor Select*
     - *First Choice*
     - *Aetna PPO Network through Aetna Signature Network (for the lower 48 states)*



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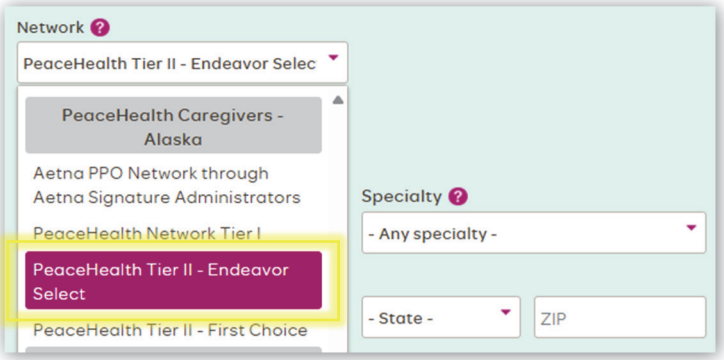
To look for a Tier II provider in Alaska you have two options, the Endeavor Select Network or the First Choice Network.

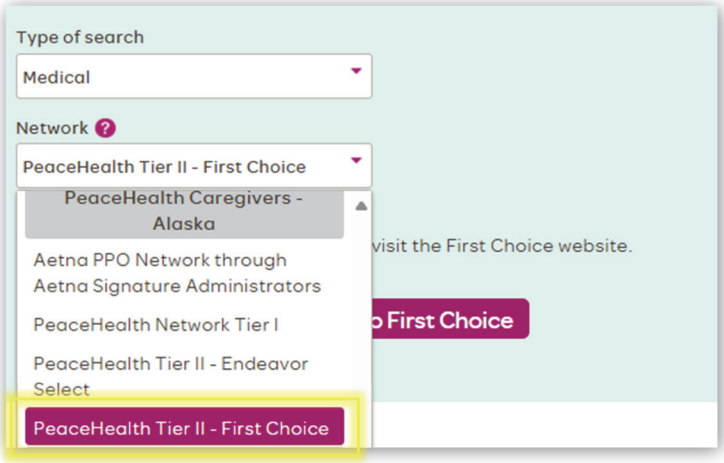
1. Under "PeaceHealth Caregivers - Alaska," click on "**PeaceHealth Tier II – Endeavor Select**"
2. Next, enter your home location (zip, city, county or state).
   Note: The default radius is set to 100 miles.



3. Then, enter in the provider's name for name of provider or facility by category or specialty.
4. Click **"Search"**

To look for a Tier II provider in Alaska in the First Choice Network:

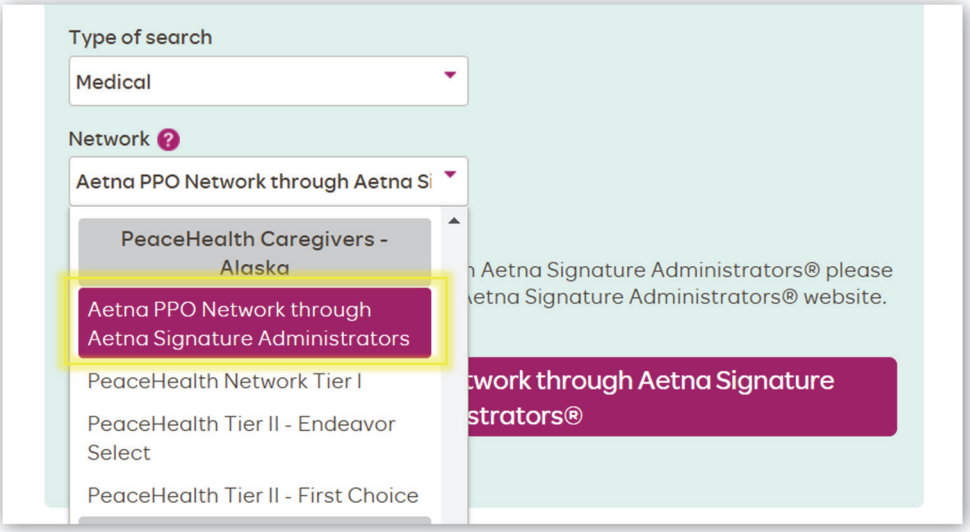
1. Under "PeaceHealth Caregivers - Alaska," click on "**PeaceHealth Tier II – First Choice**"
2. Click the "**Continue to First Choice**" button



3. Next, enter your provider or facility name and home location (city and state).
   Note: You are not required to enter in a provider or facility name or a specialty. Then, enter in the provider's name for name of provider or facility by category or specialty.
4. Click **"Update Search"**
5. Filter your search as needed.

To look for a Tier II provider for the lower 48:

6. Under "PeaceHealth Caregivers - Alaska," click on "**Aetna PPO Network through Aetna Signature Administrators**"
7. Click the "**Continue to Aetna PPO Network through Aetna Signature Administrators**" button



8. Next, enter your home location (zip, city, county or state).
   Note: The default radius is set to 25 miles.
9. Then, enter in the provider's name for select the provider or facility by category or specialty.
10. Filter your search as needed.

Oregon / SW Washington 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 (located in NW Washington)

Tips for searching for providers

Once the member is at the provider search page, always search by:

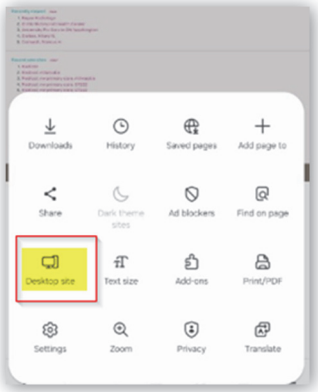
- Provider name (specific provider of service or facility) **or**
- Provider location
  - Location searches work best if either City and State are entered **or**
  - Zip code is entered

1. Limit the number of search parameters being used.
   - Use **Type** or **Specialty** but not both.

2. The search tool needs to get a match on the name that is used; it may help to try different spelling options.

3. 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.

4. 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)*



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