

LOOKING FOR A HEALTH PROVIDER IN YOUR AREA?

Try our online and mobile find a provider tool

With the Green Shield Canada (GSC) Find a Health Provider tool on the *GSC everywhere* website and mobile app, finding a nearby pharmacy, dental, paramedical, or vision care provider is within a few clicks. But we don't just show you a list of providers that are close by – we provide a star rating for pharmacies and, for other services, list only GSC-vetted health care providers. So what does that mean to you?

THE 'PHARMACY QUALITY RATING'

The Find a Health Provider tool makes it easier for you to choose a pharmacy based on the quality of care provided to patients – not just location, cost, and hours of service. "Quality of care," means that the care you receive is based on current best scientific evidence, helps you to better manage any medical conditions you have, and results in improved health. The Pharmacy Quality Rating, or star rating, shows an individual pharmacy's performance in consistently providing high-quality care to patients. To arrive at the star rating, pharmacy performance is evaluated in several categories that are high priority in our health care system. All this information is rolled up into an overall Pharmacy Quality Rating shown by one to five stars.



WHAT THE STARS MEAN ABOUT PHARMACY PERFORMANCE



GSC'S SEAL OF APPROVAL...

We keep a database of other health care providers who are registered and profiled on the GSC claims adjudication system. We profile them based on their claiming behaviours, so we can make sure they are reliable partners in the delivery of health care services; this means we monitor things like abnormal billing patterns, service over-use, and excessive fees.

We then share this information with you via our Find a Health Provider tool, making it easy to find a health care provider in your area that you know you can trust, as your search results can show you whether a provider is delisted from the GSC registry. If you've already done your own research into finding a nearby health care provider, you can validate your choice.

The Find a Provider search results also show whether a health care provider can bill GSC directly on your behalf – so you can walk out of the provider's office with no out-of-pocket expenses (other than any applicable co-payments).

The Find a Health Provider tool only includes providers that:

- Have a valid Canadian address
- Are in good standing with their applicable professional college or provincial association

Helping you locate health care providers that are reliable and will send your claims to GSC on your behalf makes things much more convenient for you. You don't have to worry about finding out that your health care provider isn't registered and in good standing with GSC after you've received treatment and submitted a claim.

HOW TO USE THE FIND A HEALTH PROVIDER TOOL

On the *GSC everywhere* site:

1. Once you've registered for *GSC everywhere* and signed in, click the "Find Provider" button on your dashboard or select "Go to Provider Search" on the Your Health Benefits page to start your search.
2. Search by provider name or phone number or use the drop-down menu to search by service type.
3. Refine the search to show delisted providers or providers who direct bill GSC. When searching for a pharmacy, an option for Pharmacy Quality Rating is available.
4. Results can be sorted by name or distance. Pharmacy results can also be sorted by the Quality Rating score.
5. The results will be listed on the left and shown on the map on the right.

On the *GSC everywhere* app:

1. Be sure you always have the most recent version of the app.
2. Tap "Find a Provider" on your dashboard.
3. Tap a provider type, then enter a provider's name or phone number, if known, to focus your search.
4. Refine the search to show delisted providers or providers who direct bill GSC. When searching for a pharmacy, an option for Pharmacy Quality Rating is available.
5. The results will be listed by distance, and each health provider will be shown on a map when you tap on their names.

MAKING THINGS EASY FOR YOU...

The Find a Health Provider tool is just one of the many ways GSC helps you choose high-quality providers and become a more engaged consumer of health care services.

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