

How to search for a doctor.

For current and prospective members.

Current members

Follow these easy steps to find a participating doctor, hospital or lab:

- Step 1:** Check with your employer or go over your Summary of Benefits and Coverage to see whether your plan uses the Freedom or Liberty Network.¹
- Step 2:** Go to oxfordhealth.com. Click “Members” in the upper left-hand corner of the screen to enter the Oxford Member portal. Log in with your Oxford user name and password. If you don’t have an Oxford user name and password, click “Register Now.”
- Step 3:** Under the “Links and Tools” section, click “Find a Physician or Facility.”
- Step 4:** Locate a physician or facility by using one or more of the following options:
- Select the option you would like to use for your search (Location, Name or Oxford Provider ID).
 - Enter your search information (e.g., ZIP Code, Provider ID or Last Name).
 - Select the type of physician (Primary Care Physician, OB/GYN, Specialist or Dentist) or select the type of facility (Hospital or Ancillary Facility).
 - You can also choose a specialty and your specific network (Freedom or Liberty).
 - To narrow your search, choose a physician type and select preferences for Specialty, UnitedHealthcare Premium®, network, gender or language.
- Step 5:** Click on the “Search” button.
- Step 6:** View your results.

For members residing outside of the Oxford service area, please keep in mind the following:

- Claims submitted on behalf of Oxford plan members should be sent directly to the Oxford Claims Department for payment. Claims sent directly to UnitedHealthcare for Oxford plan members will not be processed for reimbursement.

Please use the following claims address for member claims:

Oxford Claims Department
P.O. Box 29130
Hot Springs, AR 71903

- UnitedHealthcare Choice Plus providers should call our Provider Services line with any questions about precertification/benefits/eligibility and claims submissions at the following number:

1-800-666-1353
(Monday – Friday, 8 a.m. – 6 p.m.)

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Prospective members

Within the Oxford service area:

Log in to our website, oxfordhealth.com. On the bottom left of the home page, click on, "Search for an Oxford doctor, hospital or lab," to start your search.

The Oxford service area includes the following:

- Connecticut
- New Jersey
- New York (the five boroughs and all counties south of and including Ulster)

Outside of the Oxford service area:

Log on to oxfordhealth.com and click "Members." Under Links and Tools on the right side of the page, click on "Search outside the Oxford service area." Then, click "Continue" on the bottom of the page.

Important note on excluded doctors: There are certain UnitedHealthcare Choice Plus doctors who are **not in-network** for members enrolled through an Oxford plan. The list below shows those who are **not** participating, although they may appear within the UnitedHealthcare Choice Plus doctor search (this list is not a complete list and can change).

- Mayo Clinic Arizona doctors identified with the following places of service:
 - 13400 E. Shea Blvd, Scottsdale, AZ
 - 20199 N. 75th Ave, Glendale, AZ
 - 13737 N. 92nd Street, Scottsdale, AZ
 - 5779 E. Mayo Blvd, Phoenix, AZ
- Mayo Clinic Hospital (Rochester, MN)
- Mayo Clinic Dialysis Centers with places of service in Rochester (MN), Wabasha (MN), Albert Lea (MN), Fairmont (MN), Decorah (IA) and La Crosse (WI)
- Mayo Clinic Hospital (Phoenix, AZ)
- Mayo Clinic Jacksonville doctors (identified with the place of service address of 4500 San Pablo Rd, Jacksonville, FL)
- Mayo Clinic Florida (Jacksonville, FL)
- Mayo Clinic Outpatient Dialysis Center (Jacksonville, FL)
- O'Connor Hospital (all locations)
- Saint Luke's Hospital (Orlando, FL)

(NOTE: When you return to the Oxford tri-state service area, you must use doctors participating in the Oxford network to get in-network services.)

In case of a medical emergency (as defined in your Certificate of Coverage or Summary Plan Description, whichever applies to your plan), you should obtain medical assistance immediately.

Did you know

You can also search for complementary and alternative medicine (CAM) providers, hospitals and health facilities. To do so, narrow your search by selecting "Alternative Medicine" from the "Network" drop-down menu.



¹ Liberty PlanSM is not available in Connecticut.

The content provided in this document is for informational purposes only, and does not constitute medical advice. Always consult your doctor before making any decisions about medical care. The services outlined here do not necessarily reflect the services, vaccines, screenings or tests that will be covered under your benefit plan. Always refer to your plan documents for specific benefit coverage and limitations or call the toll-free member telephone number on the back of your health plan ID card. Certain procedures may not be fully covered under some benefit plans.

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