

**DRAFT**



# **PROVIDER LOCATOR USER GUIDE**

Version 1.0 **DRAFT**

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## 1. Introduction

Welcome to the MCNA Provider Locator, a tool you can use to find the Provider who can offer the services you need. This user guide will help you get started with the MCNA Online Provider Locator, and provide assistance for navigating through the easy-to-follow steps to find the right Provider.

### 1.1. System Requirements

For the best experience and fastest speeds, we recommend using a modern Internet browser such as:

- **Firefox** (Download free from: <http://www.firefox.com/>)
- **Chrome** (Download free from: <http://www.google.com/chrome/>)
- **Safari** (Download free from: <http://www.apple.com/safari/>)



Internet Explorer (version 11.0 or newer) is also supported.

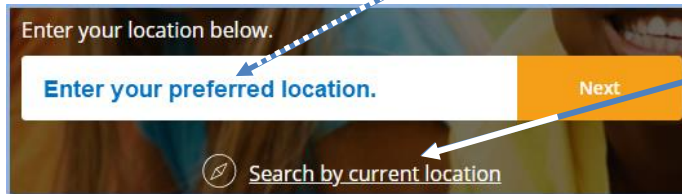
### 1.2. Troubleshooting and Additional Information

If you have any questions about using the Provider Locator, or if you encounter any issues, please contact MCNA. The contact information is located at <https://www.mcna.net/en/contact>.

## 2. Begin Your Search

To begin your search:

1. From your browser, navigate to <https://locator.mcna.net>.
2. In the location field, type your address.



**Shortcut:**

[Just click here](#) to search by your current location. The **Location Services** feature on your device must be **ON**.

You can use a complete postal address, or simply type a county, a state, or a zip code.

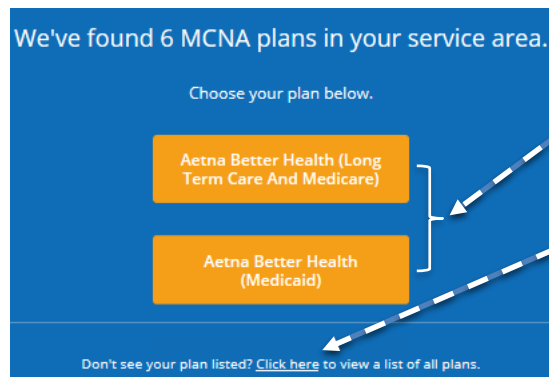
Examples:

- **Complete Address:** 130 W. Oakland Avenue, Baltimore, Ohio 99999
- **Partial Region:**
  - ✓ County: Fayette
  - ✓ State: Nebraska
  - ✓ Zip Code: 68856

3. Click the **Next** button. After you click the Next button, one of the following screens will be displayed.

**If Plans ARE Available:**

If your address is in a state where there are services, you will be given an option to select the plan you are enrolled in, or view the plans that are available for you to join.



[Click on your plan](#)

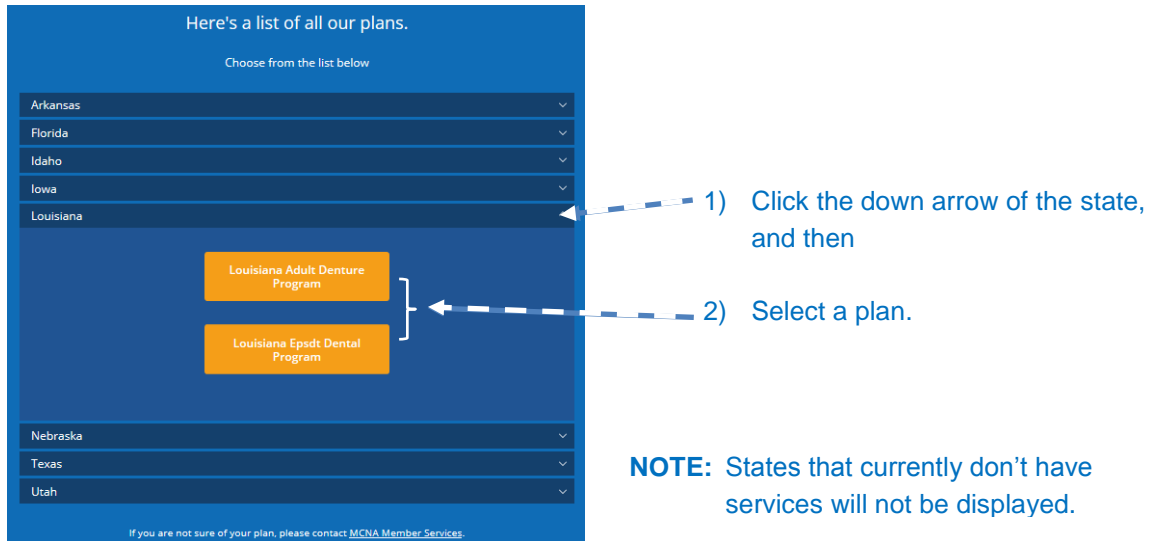
**OR**

[Click here](#) to view all plans, and then select a plan from the right state.

(See **Plans ARE NOT Available** on page 5 for details.)

### If Plans ARE NOT Available:

If your address is in a state where there are no programs, you will be given an opportunity to pick from the states where MCNA has programs available.



Here's a list of all our plans.

Choose from the list below

- Arkansas
- Florida
- Idaho
- Iowa
- Louisiana
- Nebraska
- Texas
- Utah

1) Click the down arrow of the state, and then

2) Select a plan.

**NOTE:** States that currently don't have services will not be displayed.

If you are not sure of your plan, please contact [MCNA Member Services](#).

4. From the list of Plans, click your **Plan** button.

Now that you've selected your plan, you may select the best Provider for the services you need. Please refer to **Select And Contact Your Provider** below for instructions.

### 3. Select And Contact Your Provider

After you have searched for and selected your plan, as instructed under Begin Your Search on page 4, you may select a Provider. Please see a sample of the search results on page 6, which illustrates different ways to narrow your search.

## MCNA Dental: Provider Locator User Guide

### Select Your Provider

To select your Provider:

1. From the search results page, select any filters to narrow your search, if necessary. (See the sample below below.)

Select to modify your Location or Plan.

Select a different language to view this page.

Narrow your search  
by selecting one or  
more filters.

(See the next page  
for dropdown  
samples.)

The screenshot displays the MCNA Dental Provider Locator interface. On the left, a sidebar contains filters for Location (10571 Ladypalm Lane, Boca Raton, FL, USA), Plan (Aetna Better Health (Long Term Care And Medicare)), Dentist Type (General Dentist), Languages Spoken, Dentist Name, Distance (Within 10 miles), Patient Age Range (All ages), Dentist Gender (No Preference), Extended Office Hours, Additional Criteria (None specified), and Ratings. A 'Change Language' dropdown is located at the top right of the sidebar. The main area features a map of Boca Raton, FL, with three providers highlighted: 1. Polo Dental (1905 Clint Moore Rd, Suite 200, Boca Raton, Palm Beach, FL, 33496), 2. Ahmad Ahmadi Dmd Pa (6656 Parkside Dr, Parkland, Broward, FL, 33067), and 3. Dental Excellence Corp (7430 Wiles Rd, Coral Springs, Broward, FL, 33067). Each provider listing includes a distance (5.9 mi, 6.5 mi, 8.2 mi) and a phone number. An orange bar with right-pointing arrows is on the right side of the provider list. At the bottom, it says 'Showing results 1 - 3'.

Select an arrow in  
the orange bar to  
display the  
Provider's details.  
(See Step 2 on  
page 8.)

**Dropdown Samples**

The screenshot shows the provider locator interface with the following filters:

- Location:** 3349 N Andrews Ave, Fort Lauderdale, FL 33309, United States
- Plan:** Aetna Better Health (Medicaid)
- Dentist Type:** General Dentist
- Languages Spoken:** (dropdown arrow)
- Dentist Name:** (dropdown arrow)
- Distance:** Within 10 miles (highlighted in orange)
  - ☐ 5 miles
  - ☒ 10 miles
  - ☐ 15 miles
  - ☐ 30 miles
  - ☐ 45 miles
  - ☐ 75 miles
  - ☐ >75 miles
- Patient Age Range:** All ages

A map on the right shows the location in Fort Lauderdale, FL. Below the map, it says "1 - 10 of 57 near you". A list of providers is shown:

- 1 Nova South**  
1201 Cypress F
- 2 Confide**  
916 Ne 62 St
- 3 Greenber**  
1739 E Com
- 4 Simple D**  
2716 W Atl

A sample of the **Distance** dropdown filter. . .  
 For instance, if no Providers appear within 5 miles, select 10 miles, as shown.

The screenshot shows the provider locator interface with the following filters:

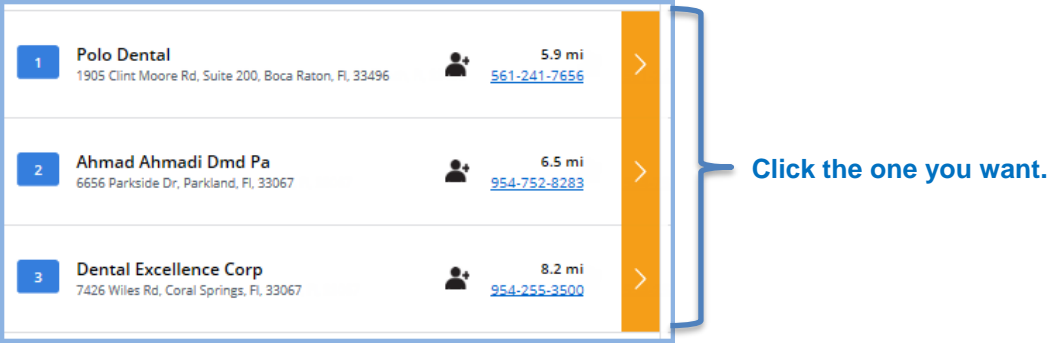
- Location:** 3349 N Andrews Ave, Fort Lauderdale, FL 33309, United States
- Plan:** Aetna Better Health (Medicaid)
- Dentist Type:** General Dentist
- Languages Spoken:** (dropdown arrow)
- Dentist Name:** (dropdown arrow)
- Distance:** Within 10 miles
- Patient Age Range:** All ages
- Dentist Gender:** No Preference (highlighted in orange)
  - ☐ No Preference
  - ☒ Female
  - ☐ Male
- Extended Office Hours:** (dropdown arrow)

A map on the right shows the location in Fort Lauderdale, FL. Below the map, it says "1 - 10 of 57 near you". A list of providers is shown:

- 1 No**  
1201
- 2 Cor**  
916
- 3 Gre**  
1739
- 4 Simp**  
2716

A sample of the **Dentist Gender** dropdown filter. . .  
 For instance, if you want to see female dentists only, select Female, as shown.

2. Click the arrow to the right of the Provider you want for services.



1	<b>Polo Dental</b> 1905 Clint Moore Rd, Suite 200, Boca Raton, FL 33496	5.9 mi <a href="tel:561-241-7656">561-241-7656</a>	>
2	<b>Ahmad Ahmadi Dmd Pa</b> 6656 Parkside Dr, Parkland, FL 33067	6.5 mi <a href="tel:954-752-8283">954-752-8283</a>	>
3	<b>Dental Excellence Corp</b> 7426 Willes Rd, Coral Springs, FL 33067	8.2 mi <a href="tel:954-255-3500">954-255-3500</a>	>

This will display the details for the Provider you selected. (Please see a sample of the **Provider’s Details** on page 9.



**Provider's Details (Sample)**

The sample below describes the general information associated with the Provider and lists the names of the dentists in the office.

**Polo Dental** [Get Directions](#)

**Address and Phone**  
 1905 Clint Moore Rd, Suite 200, Boca Raton, [561-241-7656](tel:561-241-7656)

**Office Hours**

**Office Hours:**

Monday	11:00-19:00
Tuesday	09:00-17:00
Wednesday	11:00-19:00
Thursday	09:00-17:00
Friday	09:00-17:00
Saturday	Closed
Sunday	Closed

**Accepting:**

- New Patients
- All Ages
- Special Needs

**Languages:**

- English
- Russian
- Spanish

**Other Benefits:**

- Cultural Training
- ADA Accessible

**Map**

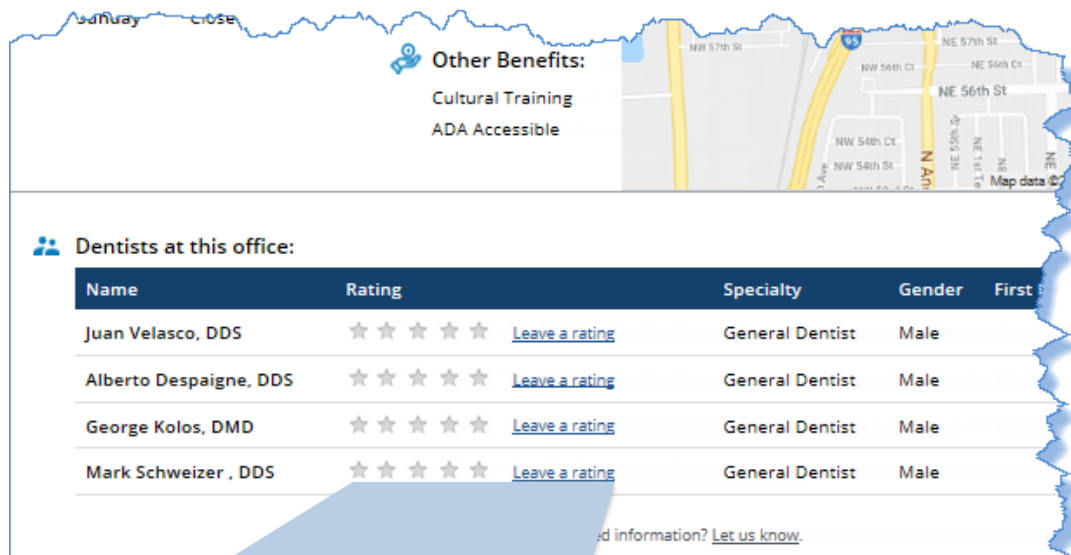
**Dentists at this office:**

Name	Rating	Specialty	Gender	First Dental Home
Carolina Dina, DMD	★★★★★ <a href="#">Leave a rating</a>	General Dentist	Female	
Azin Mani, DDS	★★★★★ <a href="#">Leave a rating</a>	General Dentist	Female	

[Click to leave a rating. \(See APPENDIX A, page 10 for details.\)](#)

3. Call the Provider to make your appointment.

## APPENDIX A. RATINGS OVERVIEW



If there is no rating showing,  
other people have not yet rated this dentist.

### After people have rated the dentist



**AUTHOR'S NOTE:**

This page will be removed before final publication.