

Security Health Plan improves online provider search to enhance member experience

The “Find a Doctor” feature on the Security Health Plan website has proven to be challenging for members to navigate. In response, Security’s user experience and information technology teams have developed improved search functionality that simplifies finding the right network provider for members’ health needs. A better member experience can also lead to higher Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Health Outcomes Survey (HOS) scores and positively impact NCQA and CMS quality ratings.

The updated online provider search is expected to go live in the coming week.

As a member-centric nonprofit health plan, Security Health Plan takes the feedback received from members very seriously. Members have reported that the current online provider search is not user-friendly and often fails to produce usable results. The updated search functionality is more powerful and designed to be easier to use in line with current best practices. Added online features help members more easily find clinics with ADA-compliant access and providers who speak non-English languages, have completed cultural competency training and offer telehealth appointments.

And we’re not stopping there – more improvements are on the way to make our member experience even better.

The enhanced directory listings meet federal and state guidelines and requirements for the comprehensive information consumers need to find providers that best meet their needs.