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 Network¹.

**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/OBGYN, 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, UnitedHealth 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®
Oxford
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.).

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

Outside of the Oxford service area:

Click on the below link to access the Choice Plus Network for Oxford plan members:

https://www.oxhp.com/PSTWeb/ChoicePlusSearch.jsp

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):

- Hospital-based physicians groups (all locations) affiliated with Bassett Healthcare System, including Bassett physicians and A.O. Fox Memorial physicians groups, that service all Bassett locations.
- 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
- 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 with 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.