

July 26, 2021

RE: Enhanced Prevea360 Website

Prevea360 Health Plan has enhanced our website at [prevea360.com](http://prevea360.com) to make it more user-friendly for providers and their support staff. Web pages and resources are accessible from [prevea360.com](http://prevea360.com) as they were previously; however, some direct links have changed and users may wish to update their bookmarks.

### **Provider Home Page**

Enhancements include a reorganization of the provider web page with more visible and direct links to provider resources for easier navigation. The Prevea360 provider home page has been retitled as "For Providers" and is directly accessible at [prevea360.com/Providers](http://prevea360.com/Providers). From this web page, users can access the following:

- A "Medical Management" link for a more direct and intuitive path to prior authorization, non-covered services, and medical policy information. Access the Medical Management page directly at [prevea360.com/Providers/Med-Management](http://prevea360.com/Providers/Med-Management).
- A "Pharmacy Services" link to drug formularies, drug policies, medical injectables list, and prior authorization forms for prescribers and pharmacies. Access the Pharmacy Services for Health Care Providers page directly at [prevea360.com/Providers/Pharmacy-services](http://prevea360.com/Providers/Pharmacy-services).
- Medical and drug policies from links conveniently located under Tool & Resources should a user wish to directly access without having to first go through the Medical Management or Pharmacy pages.
- A "Go to Portals" link. From this link, users will go to the Provider portal links section of the Account Login page and will no longer have to scroll to find. Access the Account Login page directly at [prevea360.com/Account-login#providers](http://prevea360.com/Account-login#providers).
- A "See Our Latest Newsletter" link to our Provider News page. Access the Provider News page directly at [prevea360.com/Providers/Provider-news](http://prevea360.com/Providers/Provider-news).

Users may refer to additional navigational links when hovering over the "Provider" link at the top of Prevea360 web pages.

The Provider manual is being revised to reflect the redesigned web pages and new URLs, as applicable.

### **Provider Directory**

The Prevea360 Health Plan Provider Directory, accessible from the [Find a Doctor link](#) at the top of Prevea360 web pages, has been enhanced for more efficient searchability and cleaner display of search results. From the Find a Doctor Link, users can still choose to [Search for Doctors](#) or [Find a Location](#). Google Chrome is recommended for optimum performance when using the Provider Directory.

In both search applications, free form text fields will begin displaying pre-populated options for users as they enter their search criteria. In the Find a Location application, a "Select Location Type" dropdown has been added to the search criteria.

Additionally, returned search results are organized for easier navigation and less scrolling. For example, if there is more than one location returned in the search results, one location will display, and any additional location(s) may be viewed by clicking the "Pick More Locations" link.

### **Questions**

Please contact the Prevea360 Health Plan Customer Care Center at 877-230-7555 with questions.