

# Using RGA's Provider Search Prior to Your Effective Date

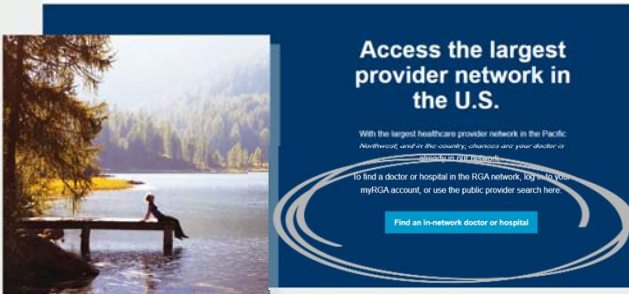
We're excited to welcome you to the RGA family. Your plan with us will start soon, but in the meantime, we're here to help. If you have questions about your plan or want to find an in-network provider, we have 2 ways you can get help.

1. You can call 888-277-3313 from 6:00 am – 6:00 pm beginning 11/1/2019.
2. You can find an in-network provider following the steps below any time, day or night.

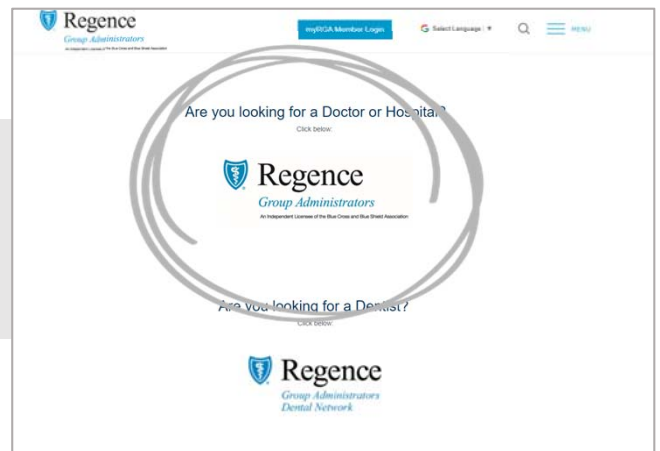
**1** Go to [accessrga.com](https://accessrga.com)



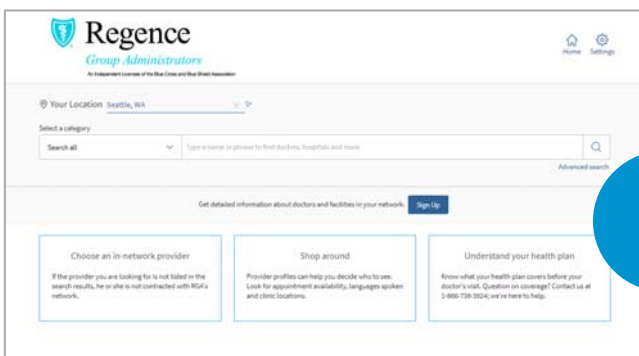
**2** Scroll down to click "Search for a provider"



**3** Select the 'Looking for a Doctor or Hospital' option



**4** Enter location and Provider or Service type (for example below, we will search in "Seattle, WA" for "Urgent Care"). Once your parameters are entered, click "Search"

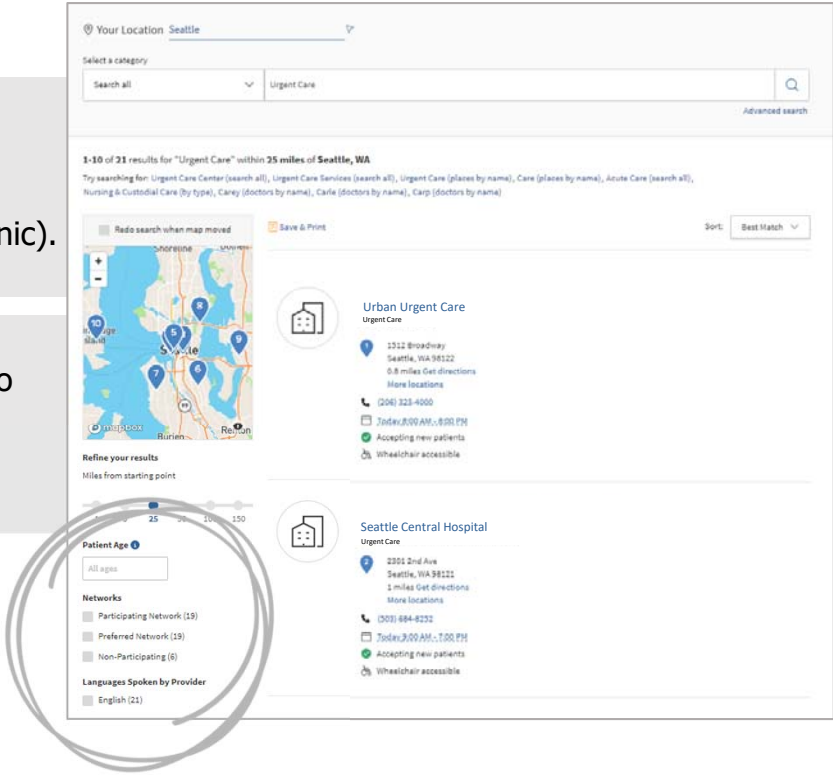


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Results will show both preferred and non-participating clinics (that have Preferred Providers the work in the clinic).

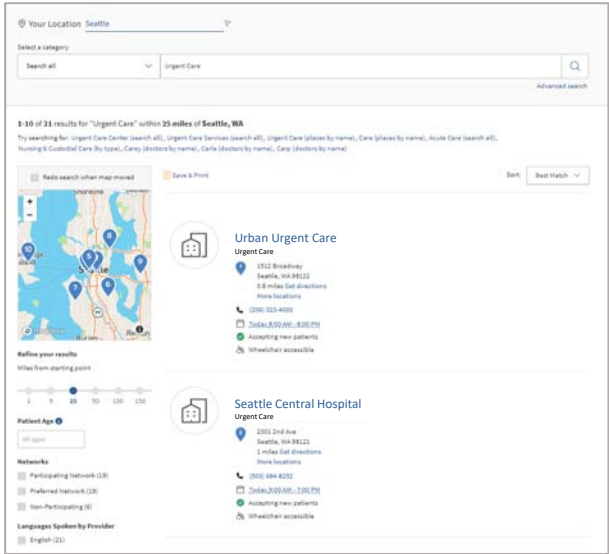
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To refine your search results or filter to only show Preferred network, use the filters on the left side of the screen.



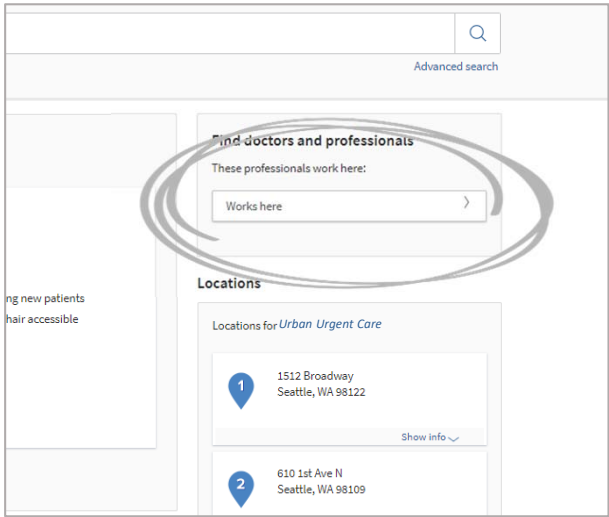
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If you are looking for a Preferred Provider that is associated with a Non-Participating Clinic, click on the Clinic's name.



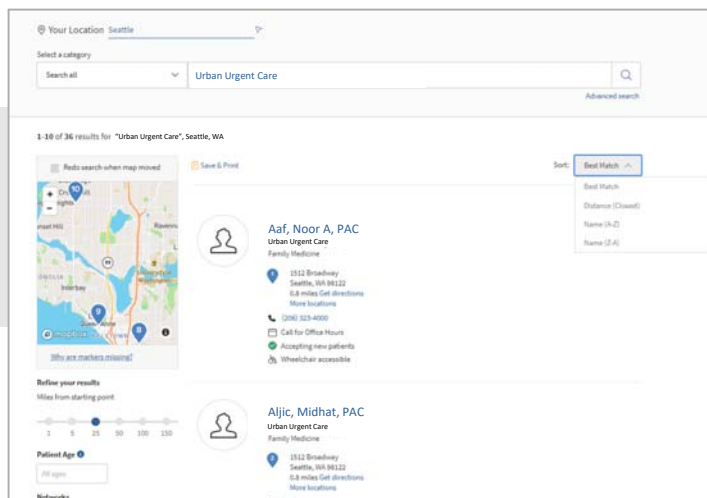
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Next, click on the button "See who works here" on the right side to see a listing of Preferred Providers that work at the Non-Participating clinic.



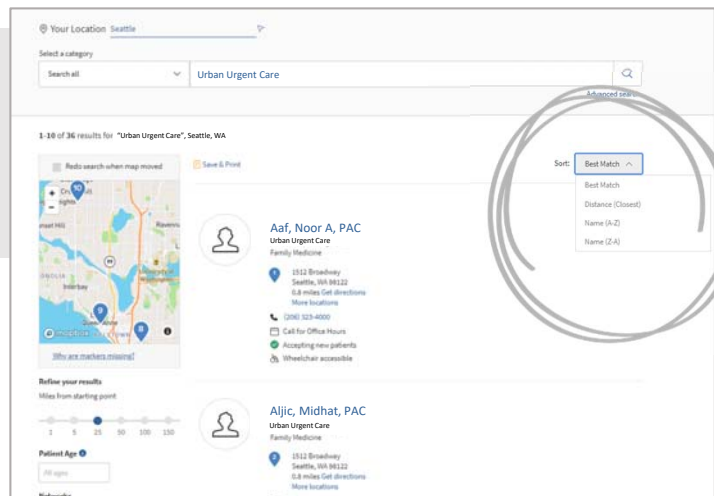
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After clicking the button "See who works here," a listing of Preferred Providers will show that work at the Non-Participating Clinic.



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You can sort your search results by "Best Match," Distance, or alphabetically using the Sort option at the top.



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To save or print your search results, click "Save & Print."

