



**Harris County Medical Society
Cultural Awareness Tool**

**Searching for Physicians by Language in Harris and Surrounding Counties
Major Houston Health Plans - Online Instructions**

Aetna	BCBSTX	CIGNA	Humana	UnitedHealthcare
<ol style="list-style-type: none"> 1. Go to the Provider Directory. 2. Select a provider type. 3. Follow the prompts. 4. A list of providers will be generated. In the left hand column will be an option to select a language and other filters. 	<ol style="list-style-type: none"> 1. Go to Provider Finder. 2. Click “Find a Doctor or Hospital”. 3. Choose the state you reside in on the drop-down menu and click “Start Search”. 4. Choose the “plan network” or the “individual & family plan”; then you will need to select the correct product (HMO, PPO, etc..). Narrow your search by entering the zip code, type of provider you are looking for, specialty, or treatment. Click the orange “Search”. 5. On the left hand side of the screen you can filter by language. 	<ol style="list-style-type: none"> 1. Go to Provider Directory. 2. Go to the bottom of the page where it says “I want to”. 3. Select a directory to search. 4. Enter the requested information. 5. A list of providers will populate. Click on the “More filters” tab (in small blue letters), choose the language and click “apply”. 	<ol style="list-style-type: none"> 1. Go to Provider Finder. 2. Choose the Member ID or Just Looking tab. 3. Choose a tab and fill in the required information on the screen. Click on “Search”. 4. The screen will reload and list all physicians fitting the initial search criteria. 5. On the left hand side of the screen click “Narrow your results”. Choose “Language Spoken” from the list and check the specific language from the drop down list. 6. Click on the green button labeled “Refine Results”. 	<ol style="list-style-type: none"> 1. Go to Find a Doctor. 2. Click on “Find a Doctor” on the top of the web page. 3. Under the General Directory block, click what kind of doctor or facility you are looking for. 4. Select the provider type. 5. Choose the correct plan and follow the prompts choosing the selections that apply. 6. Enter your zip code. 7. On the left hand side of the screen you can filter by language.

*It is assumed that all physicians speak English.