

## What doctors/providers are on the Tier 1 provider list?

You get the best level of coverage by going to Riverside for your medical care. Going to a provider in the Riverside Medical Group (RMG) will assure that you are getting the highest level of coverage. Or you can use the online searchable tool to find all providers on the Tier 1 list.

Go to [www.UMR.com](http://www.UMR.com) and Login (or register) to find a provider.

The screenshot shows the UMR website's login and registration interface. On the left, there is a 'Login to umr.com' section with fields for 'Username' and 'Password', a 'Go' button, and links for 'Forgot my Username or Password' and 'Need help? Contact us'. On the right, there is a 'Create an account' section with a 'Register' button and a list of benefits: 'View benefits and claims', 'Find an in-network provider', and 'Access an ID card, and more'.

The screenshot shows the UMR 'myMenu' and 'My taskbar'. The 'myMenu' on the left includes links for 'Claims', 'Benefits & coverage', 'Account balances', 'ID card', and 'Find a provider'. The 'My taskbar' on the right features three icons: 'Review your new claim activity', 'Check your wellness activities', and 'Opt-in to paperless'. Below the taskbar is a 'Provider network' section with a 'View providers' button.

Click on “FIND A PROVIDER”, then “View Providers” will open a new window where you can select the “Tier 1 Provider Search”:

The screenshot shows the 'FIND A PROVIDER | Riverside Medical Center provider search' page. It includes links for 'Tier 1 Provider search' and 'Tier 2 - UnitedHealthcare Choice Plus Provider Search'. A disclaimer states: 'Please remember, all Presence and Amita facilities are excluded from coverage on the Riverside Healthcare plan. In addition, while the attached list of providers may show as in-network for the Choice Plus network, Riverside has customized their plan to pay this attached list of providers as out of network. Please use this online directory to find alternative providers to gain the highest level of coverage from your plan.' A URL is visible at the bottom: <https://www.umar.com/tpa-ap-web/?navDeepDive=network183&viewDefaultLayout=false>

The screenshot shows a 'Provider network' pop-up window. It contains the text: 'For cost effective use of your medical benefits, search for physicians and facilities within your contracted group of providers. Before your next visit, please verify with them that they are still included in the network before you receive any services.' Below this, it states 'Your provider network is: RIVERSIDE MEDICAL CENTER' and includes a 'View providers' button.

You can search for your Tier 1 provider by name or by specialty:

The screenshot shows the 'Provider network' search form. It includes a search bar and options to search by 'Provider specialty' or 'Provider name'. There is a checkbox for 'Display only Primary Care Physicians (PCP)'. The 'Filter' section has dropdown menus for 'Physician' and 'Obstetrics & Gynecology'. The 'Location' section has a text input for '60901', a 'Select State' dropdown, and a 'Radius (in miles)' slider ranging from 1 to 200. A 'Find providers' button is at the bottom right.

See a full list of Tier 1 providers along with their provider profile including address and phone number to make it easier for you to make an appointment:

The screenshot shows a 'Provider Profile' page for 'Andres, Lizy MD'. It lists contact information: 'Obstetrics & Gynecology (815) 932-7474', 'Tier 1 Provider', '375 N Wall St Ste. P410 Kankakee, IL 60901 1.3 miles'. It also lists 'Ramakrishna, Renuka J MD' and 'Andres, Lizy MD' with their respective contact details and addresses. The profile includes fields for 'Gender', 'Specialties' (Obstetrics & Gynecology), 'Languages spoken', 'Board-Certified' (Not Applicable), 'Affiliations' (Riverside Medical Group Women's Health), and 'Profile last updated' (05/22/2019). A 'Print' button is also visible.