

Procedure searches in Find Care

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Find Care, the doctor finder and transparency tool in Anthem's online directory, allows Anthem members to search and compare cost and quality measures for in-network providers. This tool allows members to sort providers based on distance, name, or personalized match. Additionally, as communicated earlier this year, the enhanced personalized match sorting option is now available to search by procedure type in addition to providers.

The algorithms used to sort procedure type use a combination of member and provider features to sort and display the results for a member's search. The sorting results take into account member factors such as the member's medical conditions and demographics. Provider factors such as surgeon-facility pairing (an individual provider who performs a procedure at a specific facility), cost efficiency measures, volumes of patients treated across various disease conditions, and outcome-based quality measures.

Combined member and provider features generate a unique ranking of surgeon-facility pairings or facility providers for each member conducting the procedure search. Displayed first are surgeon-facility pairings with the highest overall ranking within the search radius. Remaining pairings are displayed in descending order based on overall rank and proximity to the center of the search radius.

We are expanding personalized match procedure searches to include additional procedures on or after November 19, 2021. We will use an updated episode of care methodology for these new procedures. The episode of care methodology for procedure searches that became available earlier this year will remain unchanged. The personalized match methodology for specialty-based provider searches remains unchanged. Members continue to have the ability to sort from a variety of orders such as distance. This enhancement in sorting methodology has no impact on member benefits.

You may review a copy of the procedure sorting methodologies, including the updated episode of care methodology for procedures added on or after November 19, 2021, by going to [Availity](#) and then using the following navigation: Payer Spaces > Anthem > Information Center > Administrative Support > Personalized Provider Procedure Search Methodology.

If you have general questions about the Find Care tool or the change to the quality measures for procedure searches, please contact your local Anthem consultant.

If you would like detailed information about quality or cost factors used as part of this unique sorting or you would like to request reconsideration of those factors, you may do so by emailing personalizedmatchsorting@anthem.com or by calling 833-292-2601.

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