



Navajo County

Finding Your Providers

The DirectAccess+ medical plans are open access, which means you have the freedom to choose your healthcare providers, whether it's a primary care physician, specialist, clinic or facility. All claims are paid at the same benefit level, regardless of the source of care. As a member, you have the flexibility to choose the provider that best fits your treatment needs.

Prime Health Physician Only Network

Through the Prime Health Physician Only Network you have access to its contracted physicians, urgent care centers, lab providers and more. You do not have a network for facilities (hospitals, surgery centers and emergency rooms). To see if your provider is in the network,

1. Visit primehealthpon.primehealthservices.com
2. Enter your search criteria

If you can't find the provider on this website, that's OK! Contact a ClaimDOC member advocate who will reach out to your provider of choice to ensure they will submit claims to the open-access component of your medical plan.

Remember, you are not required to see a provider within the Networks by Design network to receive your full benefits. This network is optional, and one advantage of DirectAccess+ is that you can use a network provider or seek care from an out-of-network provider without being penalized.

ClaimDOC Pave the Way®

If your provider isn't in the network, submit a provider nomination form to start the Pave the Way® process. Pave the Way® is ClaimDOC's proactive healthcare provider outreach program that is available to you year-round.

In some cases, your healthcare provider may need additional guidance on how your DirectAccess+ plan works, and we're here to help! A ClaimDOC member advocate will contact your provider before your first appointment to educate them on your new plan and ensure they have the essential information to see you and submit claims.

Completing the Pave the Way® process before your first appointment ensures a seamless transition to your new plan. We're ready to partner with you and your healthcare providers.