

How to Find a Keystone Mercy Participating Dentist

Start at the Keystone Mercy Home Page. Open the Online Provider Directory by clicking on “Find a Provider.”

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How to Find a Keystone Mercy Participating Dentist

1. Click on “Find a Dentist” to read step-by-step instructions.

2. There are 3 ways to search for a dentist:

- Quick Search (if you know the name of the dentist),
- By the ZIP code where the dentist is located, and
- Detail Search – by county, language, male/female dentist, office hours, etc.

1. Click:
“Find a Dentist” to see step-by-step instructions.

2. 3 ways to search for a dentist

- Quick Search
- Zip code Search
- Detailed Search

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Provider Directory

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- ZIP Code Search
- Detail Search
- Find a Behavioral Health Provider
- Find a Vision Provider
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Searchable Provider Directory

Instructions: To find a doctor, hospital or other participating provider we offer three search methods. Links to each of these search methods are found on the left of the On-Line Provider Directory pages. For an explanation of each search method read the descriptions below.

Search the Provider Directory

- > **Quick Search**
Search by name or ID for a doctor, group or hospital.
- > **ZIP Code Search***
Search by ZIP Code and distance for a provider.
- > **Detail Search***
Search by state and county for a provider.

* Note: This includes the opportunity to search by provider type, specialty, language spoken, gender, office hours, accepting new patients and wheelchair access.

For Members:
If you have questions regarding our providers or how to use this directory, please contact Member Services at 1-800-521-6860 (TTY 1-800-684-5505).

If you have questions about how to use this directory or want information on our providers including a doctor's education, training from medical school, residency completed, race and/or ethnicity, or language services available at the practice location, please call Member Services at: 1-800-521-6860 (TTY 1-800-684-5505).

For Providers:
If you have questions, please contact Provider Services at 1-800-521-6007.

Attention Providers::
If you notice any errors in the directory please fax on practice letterhead the information as it should appear to the attention of Provider Services at 215-937-5343.

Provider data contained within the on-line directory is updated daily Monday through Friday.

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URAC ACCREDITED LEAD MANAGEMENT DISEASE MANAGEMENT
NCOA

How to Find a Keystone Mercy Participating Dentist

Quick Search: (If you know your dentist's name)

Step 1: Choose a provider type: Provider Group.

Step 2: Type the dentist's name (must be spelled correctly).

Step 3: Click "Search."

1. Choose "Provider Group."

2. Type the dentist's last name. You can also type the first name. The first name is not required.

3. Click "Search" and the dentist's name and the address will pop up.

How to Find a Keystone Mercy Participating Dentist

ZIP code Search (where you live and where the dentist is located)

- Step 1: Choose “Specialist.”
- Step 2: Enter the 5 digit ZIP code (where you live).
- Step 3: Enter how far you are willing to travel.
- Step 4: Click “Next.”

The screenshot displays the 'ZIP Code Search' page on the Keystone Mercy Health Plan website. The page is divided into a left sidebar with navigation links and a main content area with three steps. Step 1, 'STEP 1: Choose a Provider Type', has radio buttons for PCP, OB/GYN, Specialist, Hospital, and Ancillary. Step 2, 'STEP 2: Enter ZIP Code', has a text input field for a 5-digit ZIP code. Step 3, 'STEP 3: Choose Distance', has radio buttons for 5, 10, 20, and 30 miles, plus an 'Other' option with a text input field. A 'Next >' button is at the bottom. Four callout boxes with arrows point to these elements: '1. Choose “Specialist.”' points to the Specialist radio button; '2. Enter Your ZIP code,' points to the ZIP code input field; '3. Choose or enter how far you are willing to travel.' points to the 5 Miles radio button; and '4. Click “Next.”' points to the Next > button.

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NCCA

How to Find a Keystone Mercy Participating Dentist

ZIP code Search (where you live and where the dentist is located), continued:

1. From the Specialty drop down box, choose “General Dentistry.”
2. Choose a language if you are looking for a dentist who speaks a language other than English. There are also other options you can choose (male/female, office hours, etc.).
3. Click “Search.”

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Additional Search Criteria

STEP 4: Choose Additional Characteristics

Select one or more Additional Characteristics OR Click search button to begin search.

Last/Group Name

First Name

Specialty:

Language Spoken

Gender
 Male Female No preference

Hospital Affiliation 1

Hospital Affiliation 2

Hospital Affiliation 3

Office Hours
 Weekend Hours Available Evening Hours Available

Additional Criteria
 Board Certified Accepting New Patients Wheelchair Access

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NCCA

1. Click on the Specialty drop down box.

2. Click on “Languages Spoken” to find a dentist who speaks a language other than English.

3. Click “Search.”

Other choices to help you find a dentist.

A list of general dentists will pop up.

How to Find a Keystone Mercy Participating Dentist

Detailed Search (This allows you to search for a dentist by county.)

Step 1: Choose “Specialist.”

Step 2: Choose the State and County.

Step 3: Click “Next” to choose a dentist.

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Detail Search

STEP 1: Choose a Provider Type

Select the type of provider you wish to find.

PCP OB/GYN Specialist Hospital Ancillary

STEP 2: Select State/County

Select the state/county of provider you wish to find.

State
PA

County
No Preference

Note: Click the "Next" button to see more search choices for PCP, OB/GYN, Specialist or Ancillary.

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1. Choose “Specialist.”

2. Choose your state and county.

3. Click “Next” and a list of dentists will pop up.

How to Find a Keystone Mercy Participating Dentist

Detailed Search, continued

This page lets you:

1. Choose the “General Dentistry” specialty
2. Choose languages spoken
3. Choose the gender of the dentist (male or female)
4. Choose office hours
5. Choose whether the dentist is board certified, is accepting new patients or is handicap accessible.

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Additional Search Criteria

STEP 4: Choose Additional Characteristics [Help](#)

Select one or more Additional Characteristics OR Click search button to begin search.

Last/Group Name

First Name

Specialty:

Language Spoken

Gender
 Male Female No preference

Hospital Affiliation 1

Hospital Affiliation 2

Hospital Affiliation 3

Office Hours
 Weekend Hours Available Evening Hours Available

Additional Criteria
 Board Certified Accepting New Patients Wheelchair Access

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QUALITY MANAGEMENT
DISEASE MANAGEMENT
NCCA

1. Choose “General Dentistry.”

2. Choose language spoken.

3. Choose gender.

4. Choose weekend or evening hours.

Choose From:

- Board Certification
- Accepting New Patients
- Handicap Accessibility

Click on “Search.”

How to Find a Keystone Mercy Participating Dentist

How to read the results of a search

Sample

The screenshot shows a website with a navigation bar (Members, Miembros, Providers, Pharmacy, About Us, Community, News) and a search results page. The search results for 'A 1 FAMILY DENTAL CARE PC' are displayed, including contact information and a table of provider attributes. Callout boxes point to specific parts of the page:

- Number of dentists the search found.** Points to the text: "Your search returned 250 providers. You are now viewing records 1 through 20. Page 1"
- Information about the dentist.** Points to the "Provider Attributes" table.
- Information about the dentist.** Points to the "Contact Information" section.
- Languages spoken in the office.** Points to the "View Languages Spoken" link.
- Search Results** points to the "Search Results" heading.

Search Results

Your search returned 250 providers. You are now viewing records 1 through 20. Page 1

More than 250 providers have been found. The closest 250 have been returned.
Provider data contained within the on-line directory is updated daily Monday through Friday.

A 1 FAMILY DENTAL CARE PC
Provider Number: 30075623
A 1 FAMILY DENTAL CARE PC
Group Number: 30075623
General Dentistry

Contact Information
404 MIDDLETOWN BLVD STE 300
Langhorne, PA 19047
Bucks County
Phone: 215-757-4400
[Directions](#)

Provider Attributes	
Gender:	N/A
Wheelchair Access:	No
Taking New Patients:	Yes
Board Certified:	N/A
Evening Hours:	Yes
Weekend Hours:	No
Age Limitation:	No Age Limit

[View All Providers In This Group](#)
[View Languages Spoken](#)
[Data Explanation & Source Info](#)

Provider Directory

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Number of dentists the search found.

Information about the dentist.

Information about the dentist.

Languages spoken in the office.

- Name
- Provider ID
- Group Name and ID
- Specialty
- Address
- Phone
- MapQuest Directions

Please call Member Services at 1-800-521-6860 if you need help finding a dentist.