

**Alliance Coal** DIRECT



# Alliance Coal Direct Provider Directory

Website Training Guide

<https://directory.coalbenefits.com>

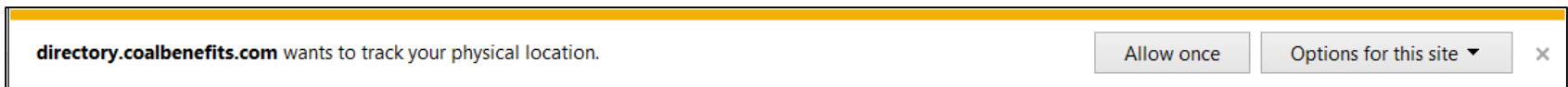


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# Accessing the Directory

- Open an internet browser
  - Google Chrome
  - Internet Explorer 10, 11 or Edge
  - Mozilla Firefox
  - Safari
- Go to the URL <https://directory.coalbenefits.com>
- The browser may prompt you to allow the website to track your location. You must allow this in order to use the directory.



Note: This website is also accessible from tablets and mobile devices

# Navigating the Directory

Clicking the Alliance Coal Health Plan icon brings you back to the home page



## Alliance Coal DIRECT

(formerly known as In-Network Plus)  
Need Help?

Enter a search term and click the Search button

What can we help you find near 74119?

The website will automatically detect your location, if allowed. If it cannot identify your location, it will display an icon to click.

FIND HEALTH CARE BY CATEGORY



**People**  
Doctors and other professionals by specialty

Click the People icon to find a provider



**Places**  
Hospitals, clinics, labs, imaging centers

Click the Places icon to find a facility



**Tests and Images**  
Lab tests, screenings, X-rays, scans

Click the Tests & Images icon to search for specialty facilities

# Changing the Search Location

The application will automatically detect your zip code (if allowed), but you can change it in order to search for providers in an alternate location.

**Alliance Coal DIRECT** 

(formerly known as In-Network Plus)

[Need Help?](#)

What can we help you find near 74119?



Click on the zip code or icon to change your search location

name or Specialty, Facility Name, Clinic, Medical Group Name

CATEGORY

**Change Location**

Enter City  --

Enter a different zip code or city/state and click OK

# Finding a Provider – Search by Keyword

There are several ways to find a provider in the directory:

**Search by keyword** - Use the search bar to enter a specific term. This can be a physician or facility name, specialty, clinic or medical group. The directory will display providers that match the search criteria.

**Alliance Coal DIRECT**

(formerly known as In-Network *Plus*)

[Need Help?](#)



What can we help you find near 74119?

# Finding a Provider – Search by Category

**Search by category** – Click on the people, places or test/images icons to perform a broader search. Searching by category will return all providers within a specific distance from your location.

FIND HEALTH CARE BY CATEGORY



**People**

Doctors and other professionals by specialty



**Places**

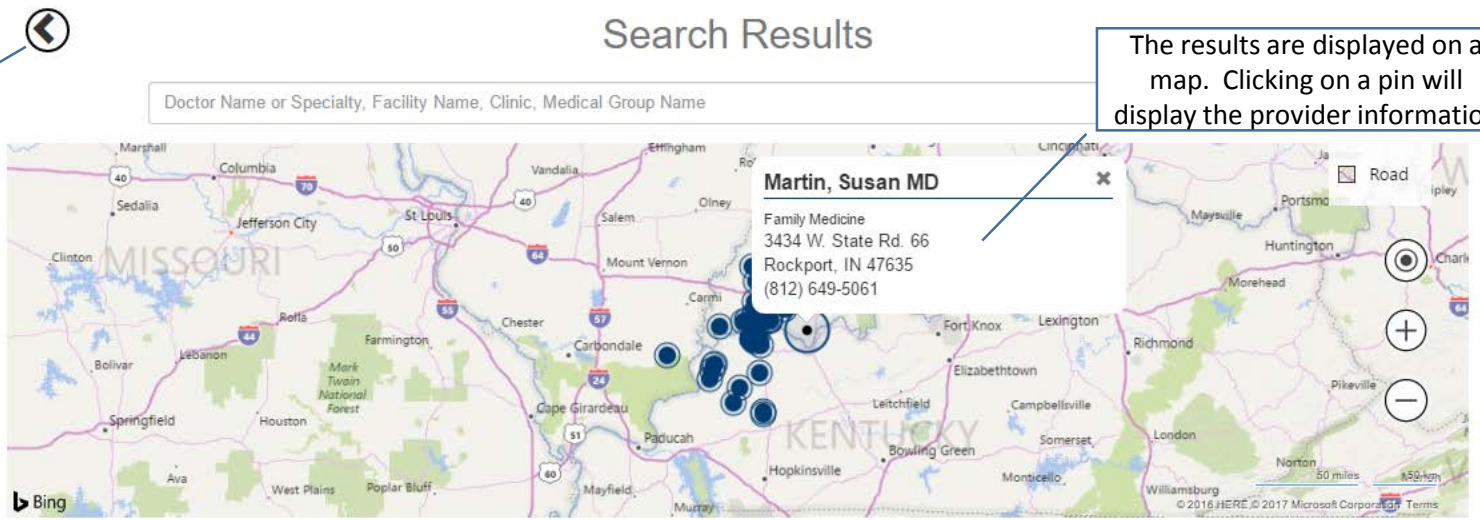
Hospitals, clinics, labs, imaging centers



**Tests and Images**

Lab tests, screenings, X-rays, scans

# Search Results



Use the "back" icon to navigate backward one screen

The results are displayed on a map. Clicking on a pin will display the provider information

Refine the search results by clicking on a provider specialty

Refine Results

341 Results for 'Primary Care' near 42420

Sort By: Name Nearest

Specialities

- All Results
- Family Medicine (163)
- Geriatric Medicine (6)
- Internal Medicine (64)
- Other Provider (49)
- Pediatrics (41)
- Primary Care (2)
- Women's Health (26)

Location

ZIP CODE

42420

WITHIN

50 Miles

Change the zip code or search distance to refresh the results

AHMED, ABDUL MD

Family Medicine  
Methodist  
METHODIST HOSPITAL  
1305 North Elm St  
Henderson, KY 42420  
(270) 827-7700  
4.96 Miles Away

Click on the PDF icon to export the search results

Click on Name or Nearest to sort the search results

AKRABAWI, SALIM MD

Internal Medicine  
Methodist  
METHODIST CONTINUITY CARE CLINIC  
411 Letcher St  
Henderson, KY 42420  
(270) 827-7950  
3.78 Miles Away

The provider information will be listed here

ALLAW, MOHAMMED MD



If you have trouble locating an Alliance Coal Direct provider, please contact the Call Member Services at (855) 979-5192.

*The information presented on the Alliance Coal Direct Provider Directory is for reference only and may have changed since the online directory was last updated. There may not be an Alliance Coal Direct provider available in all areas. Always confirm with the provider the provider's address, phone number, specialty and network participation status before making an appointment.*