



**Parkland**  
Community Health Plan

**Member Website Portal Training Guide  
for  
[ParklandHealthPlan.com/Members/Login](https://ParklandHealthPlan.com/Members/Login)**

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## Welcome!

Welcome to the Member Portal training guide! This course will teach you the fundamentals skills necessary to manage the Parkland Community Health Plan (PCHP) Member Portal.

This document contains general task and steps that you can refer back to at any time. Detailed information and helpful tips about each topic are also included to provide insight and guidance to best practices.

As a member, the PCHP Member Portal will give you the ability to check patient's eligibility, coverage, check claim status, submit and view authorizations and referrals, and more.

Need help with questions, plan benefits, finding or changing you PCP, viewing your ID card, claims, and more?

Please call our Member Customer Service at **1-888-672-2277 HEALTHfirst** or **1-888-814-2352 KIDSfirst**.

### Target Audience

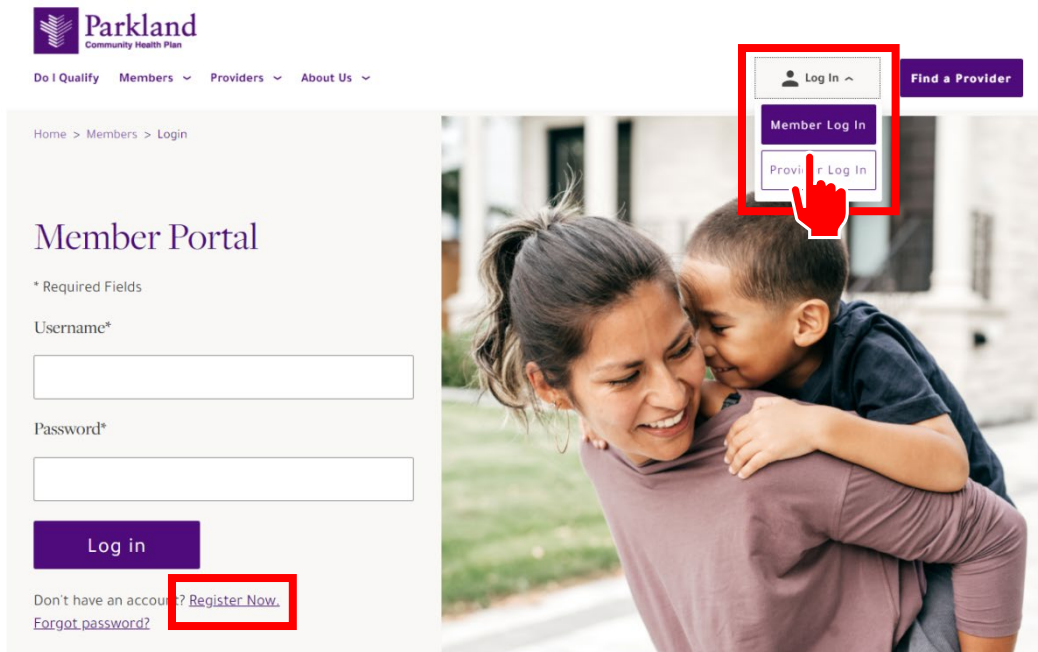
This guide is designed for members who will utilize the PCHP Member Portal.

## Chapter 1 – Member Sign-Up

Members can access the portal through the Parkland Community Health Plan website at ParklandHealthPlan.com.

To access the member portal, click the **Log In** → **Member Log In**.

All members will need to register for a new account before logging in for the first time. To register, click the Register Now link.



When the member clicks the **Register Now** button, the **License Agreement** appears displaying the license and the terms of use for the portal.



**Step 1.** After you click on **Register Now** link, the next screen will be our License Agreement.

Please read over it, and if you agree, click **Accept** then **Next** to continue.



**License Agreement**

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Content of the Website. The insurance products, data, and other information referenced in the website are provided by parties other than the producer of the website. We make no representations regarding the products, data, or any information about the products. We are not liable for errors in data or transmission or for lost data. Any questions, complaints, or claims regarding the products or data must be directed to the appropriate provider or vendor.

Accept

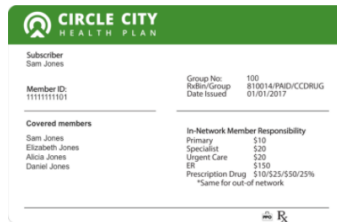
Cancel Next

**NOTE:** If the member selects **Cancel** they are returned to the log in screen and cannot proceed to the portal.

**Step 2.** The profile information form appears prompting the user to enter the member information. You must enter your information exactly as it appears on your ID card. Click **Next** to continue.



Please refer to your ID card to assist you in completing the steps on this screen.



Enter the **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

Click 'Next' at the bottom of the page when complete.

**Member ID**

**Last Name**

**Date of Birth**

Format mm/dd/yyyy

Cancel Previous **Next**

**Step 3.** The member profile will appear at the top of the page. This is where you will enter the information necessary for the member's login.

**Create Login Information**

**Username:** Must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, . (dot)  
**Password:** Must be at least 8 characters in length, and can use alpha numeric and the following special characters  
Enter a valid e-mail address  
Select 3 security questions (for password reset or forgot password service)  
Click on "Next" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1  
-- Select Question --

Security Question 2  
-- Select Question --

Security Question 3  
-- Select Question --

**NOTE:** The username you enter must be unique. If there is another username already in use throughout the HealthX system, you will be notified that the username is not available.

**Step 4.** When you have completed all fields, click **Next**. A confirmation page appears summarizing all of the profile information you entered.

Please confirm the information below is correct and press "Finish" to complete your registration

**Member Information**

Your Name: SAM JONES  
Address: 9225 Priority Way  
City: INDIANAPOLIS  
State: IN  
Zip: 46240

**Account Information**

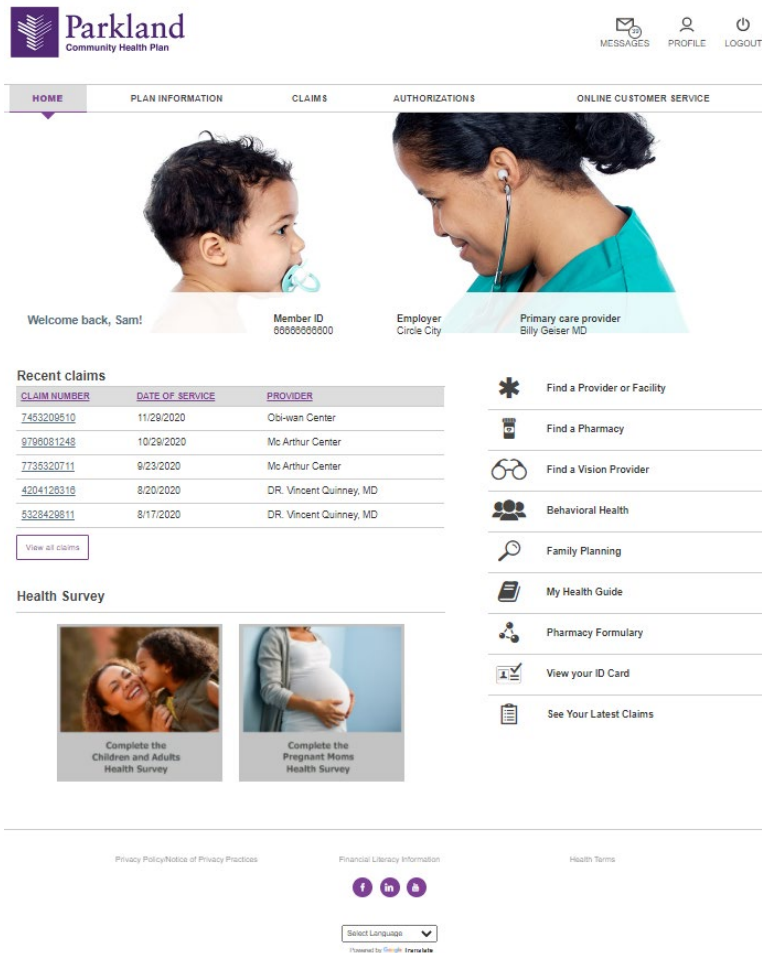
Username: sjones.400.edu19  
E-mail Address: education@healthx.com

**Step 5.** If you need to change anything, click **Previous**. If no changes are needed, click **Finish**.

**NOTE:** If you do not click **Finish**, the account will not be created.

**Step 6.** When you click **Finish**, the account is created because it found the active eligibility for that specific member (validation is complete).

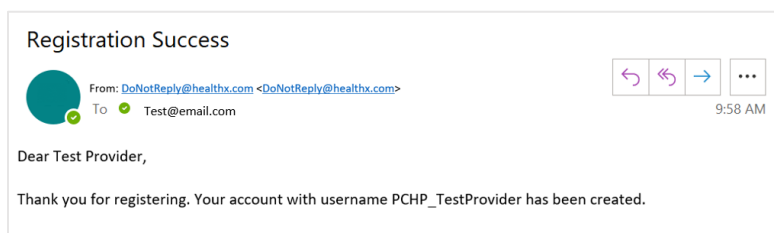
The member is then directed to the home page in the member portal.



The screenshot shows the Parkland member portal home page. At the top, there is a navigation bar with 'HOME' selected, and other options: 'PLAN INFORMATION', 'CLAIMS', 'AUTHORIZATIONS', and 'ONLINE CUSTOMER SERVICE'. Below the navigation bar is a header area with a photo of a child and a doctor. The main content area includes a 'Recent claims' table, a 'Health Survey' section with two survey cards, and a sidebar with various service links.

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
7453209510	11/29/2020	Obi-wan Center
9798081248	10/29/2020	Mc Arthur Center
7735320711	9/23/2020	Mc Arthur Center
4204128318	8/20/2020	DR. Vincent Quinney, MD
5328429811	8/17/2020	DR. Vincent Quinney, MD

**Step 7.** A confirmation email is sent from DoNotReply@healthx.com. Check your "Junk" mail if you do not receive.

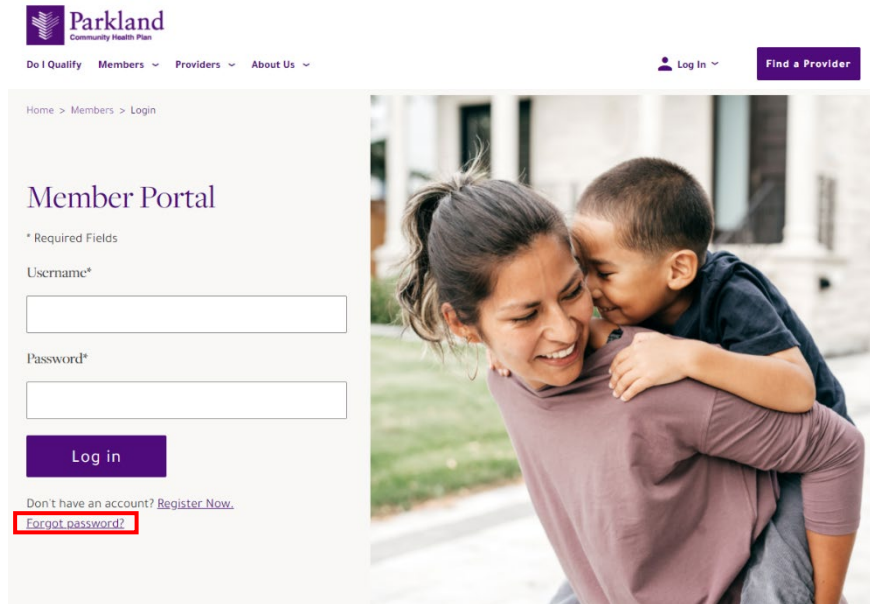


The screenshot shows an email titled 'Registration Success'. The sender is 'DoNotReply@healthx.com' and the recipient is 'Test@email.com'. The email content reads: 'Dear Test Provider, Thank you for registering. Your account with username PCHP\_TestProvider has been created.'

## Chapter 2 – Forgot Service

If a member no longer remembers their username or password, only the password can be reset by the member through the forgot password function.

Working through the **Forgot password?** function, the username will display after the member enters some of their information and answers their security questions.



**Step 1.** On the Login page, click the **Forgot password?** link. The first step in the process is to verify the member's ID, name and date of birth.

Step 1   Step 2   Step 3

### Forgot Username or Password?

Enter the following information in order to retrieve your username and password


**Member ID\***

**First Name\***

**Last Name\***

**Date of Birth\***

I'm not a robot

 reCAPTCHA  
Privacy - Terms

**Next**   Cancel

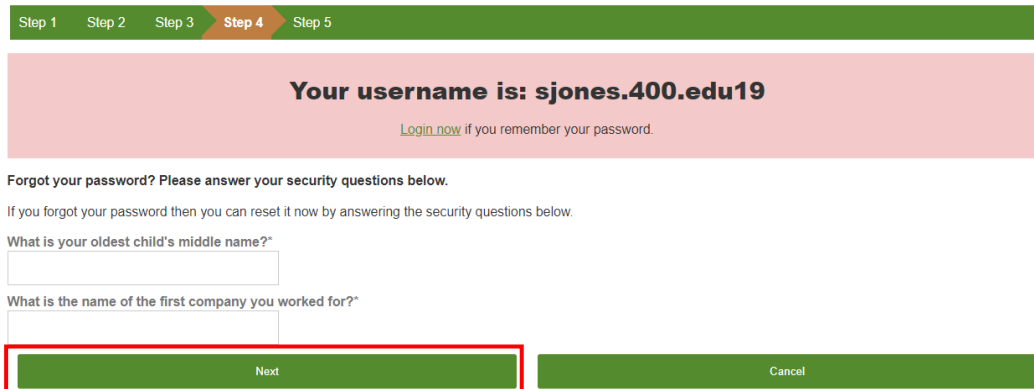


**Step 2. Click Next.**

Once the system has validated the user account, the member's username is displayed.

If the member remembers their password, they can click on **Login Now** and proceed directly back to the login page.

If they still need to reset their password, then they will need to **correctly answer two of the security questions** that are randomly selected.



Step 1 Step 2 Step 3 **Step 4** Step 5

**Your username is: sJones.400.edu19**

[Login now](#) if you remember your password.

Forgot your password? Please answer your security questions below.

If you forgot your password then you can reset it now by answering the security questions below.

What is your oldest child's middle name?\*

What is the name of the first company you worked for?\*

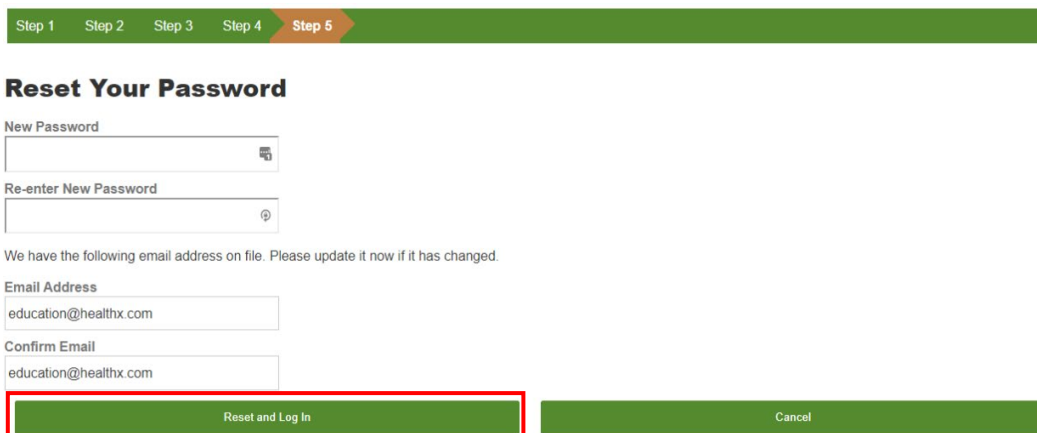
**Next** Cancel

**Step 3. Click Next.**

Once the member enters the correct answers to the security questions, the system moves on to step 5 where the member can create a new password.

This is also an opportunity for the member to update their email address.

When the member click **Reset and Login**, they are returned to the login page and can continue their login using their new password.



Step 1 Step 2 Step 3 Step 4 **Step 5**

**Reset Your Password**

New Password

Re-enter New Password

We have the following email address on file. Please update it now if it has changed.

Email Address

Confirm Email

**Reset and Log In** Cancel

When the password is reset, the member is returned to the login page and an email is sent confirming the change.

Please call customer support at **1-888-672-2277 HEALTHfirst** or **1-888-814-2352 KIDSfirst**.

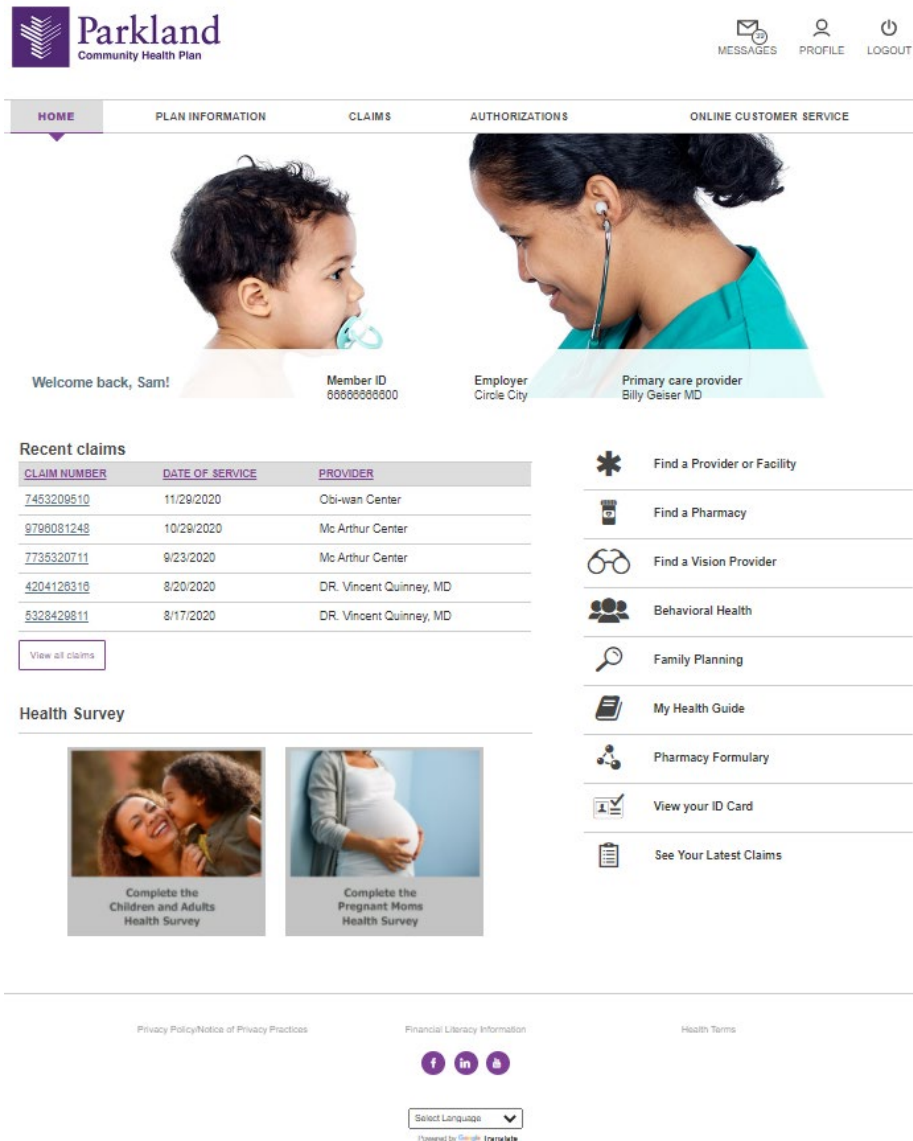
## Chapter 3 – Introduction to the Member Portal

### Home

The Member Portal is the gateway to access information about plan, their eligibility information, claim status and more. A quick tour around the portal displays several navigation options. The portal also gives members a secure way to ask questions through our system without having to pick up the phone.

Once logged in, you will see several navigation options:

- The Member Profile
- Programs Menu Bar
- Eligibility and Claims
- Quick Links




The screenshot shows the Parkland Member Portal home page. At the top left is the Parkland Community Health Plan logo. On the top right are icons for Messages, Profile, and Logout. Below the logo is a navigation bar with links: HOME, PLAN INFORMATION, CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. The main content area features a large image of a woman with a stethoscope and a young child. Below the image, it says "Welcome back, Sam!" and displays member information: Member ID 6666666600, Employer Circle City, and Primary care provider Billy Geiser MD. There are two main sections: "Recent claims" and "Health Survey".

**Recent claims**


CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204128318</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**



Complete the Children and Adults Health Survey



Complete the Pregnant Moms Health Survey

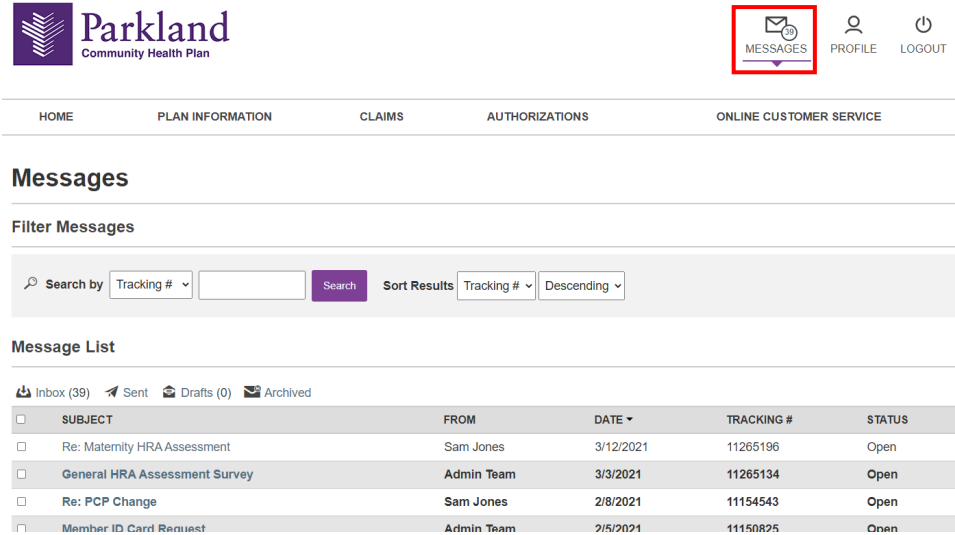
**Quick Links:**

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider
- Behavioral Health
- Family Planning
- My Health Guide
- Pharmacy Formulary
- View your ID Card
- See Your Latest Claims

At the bottom, there are links for Privacy Policy/Notice of Privacy Practices, Financial Literacy Information, and Health Terms. Social media icons for Facebook, LinkedIn, and YouTube are present, along with a language selection dropdown and a Google Translate logo.

## Messages

This feature shows your message list for new and sent messages.



**Messages**

Filter Messages

Search by Tracking #  Search Sort Results Tracking # Descending

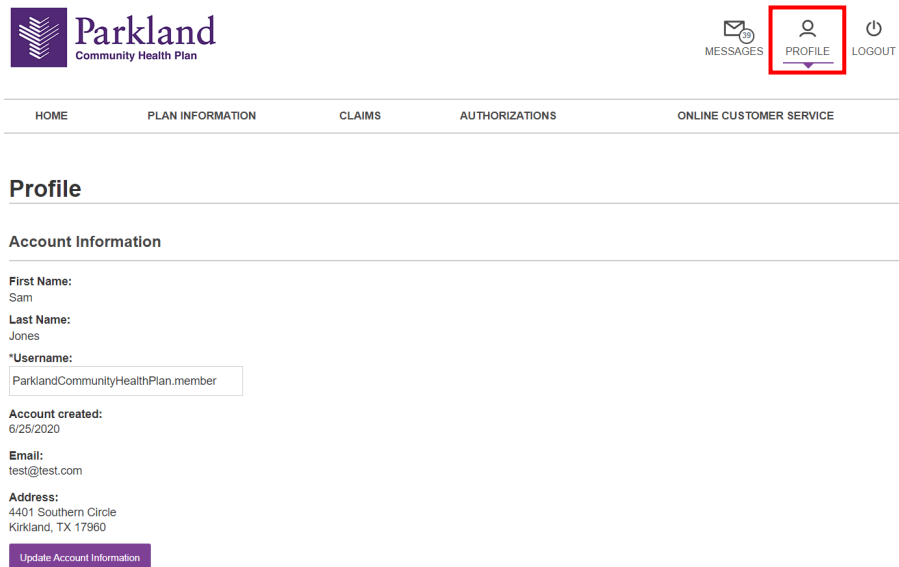
**Message List**

Inbox (39) Sent Drafts (0) Archived

<input type="checkbox"/>	SUBJECT	FROM	DATE	TRACKING #	STATUS
<input type="checkbox"/>	Re: Maternity HRA Assessment	Sam Jones	3/12/2021	11265196	Open
<input type="checkbox"/>	General HRA Assessment Survey	Admin Team	3/3/2021	11265134	Open
<input type="checkbox"/>	Re: PCP Change	Sam Jones	2/8/2021	11154543	Open
<input type="checkbox"/>	Member ID Card Request	Admin Team	2/5/2021	11150825	Open

## Profile

This feature shows your user profile information. You will select your communication preferences here.



**Profile**

**Account Information**

First Name: Sam  
 Last Name: Jones  
 \*Username:   
 Account created: 6/25/2020  
 Email: test@test.com  
 Address: 4401 Southern Circle, Kirkland, TX 77960

[Update Account Information](#)

## Primary Navigation

The menu along the top of the screen provides easy access to specific information.



HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE

## Recent Claims

This feature shows most up-to-date claims information.

### Recent claims

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

## Health Survey

This feature is for our health questionnaire, used to provide individuals with an evaluation of their health risks and quality of life. The left survey is for our Children and Adult members, while the right survey is for our Pregnant Mom members.

### Health Survey




Complete the  
Children and Adults  
Health Survey




Complete the  
Pregnant Moms  
Health Survey

## Quick Links


The Quick Links list gives a fast way to access information and resources. The links below displays the links to the various information including a link to Finding a Provider, Behavioral Health, Family Planning, My Health Guide, View Your ID Card and more.

-  [Find a Provider or Facility](#)


---

-  [Find a Pharmacy](#)


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-  [Find a Vision Provider](#)


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-  [Behavioral Health](#)


---

-  [Family Planning](#)


---

-  [My Health Guide](#)


---

-  [Pharmacy Formulary](#)

---

-  [View your ID Card](#)

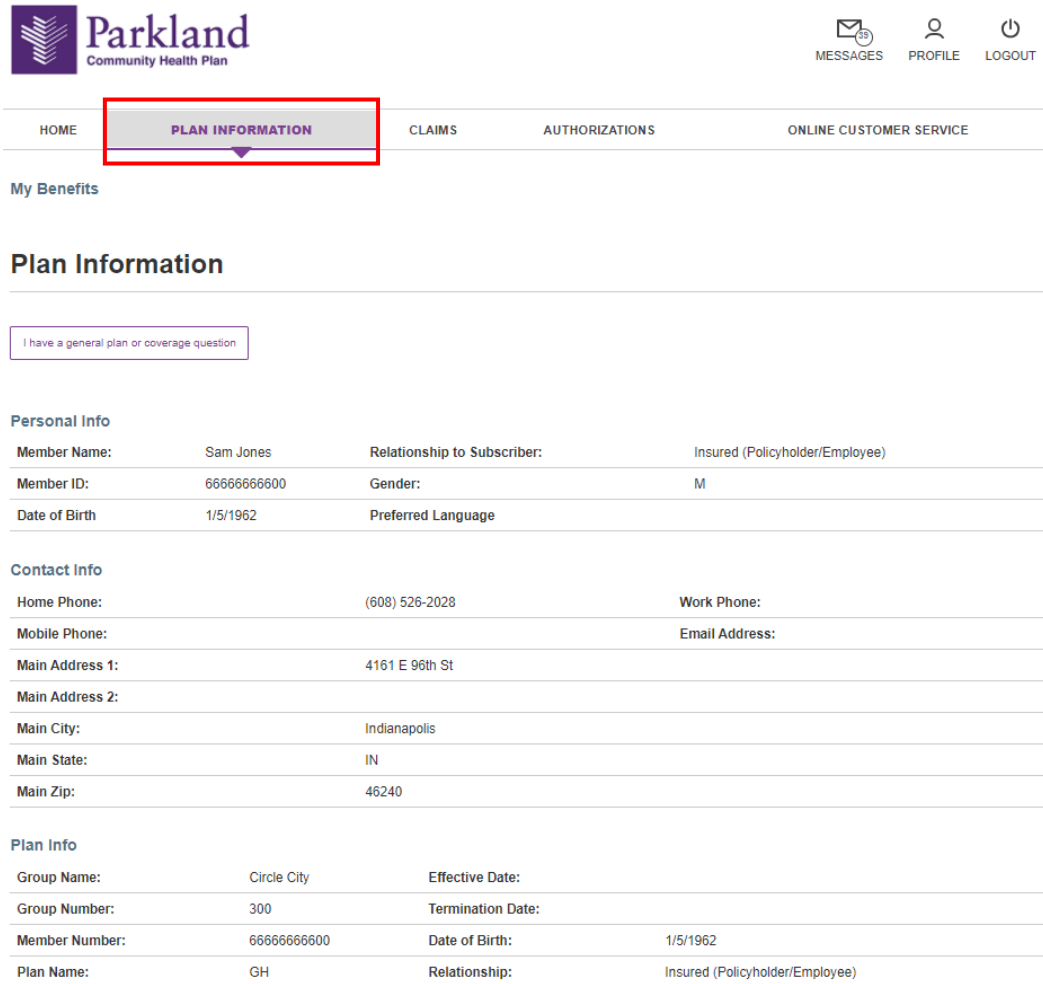
---

-  [See Your Latest Claims](#)

## Chapter 4 – Plan Information

In our member portal, the Plan Information program allows members to view their Eligibility and Coverage information.

If you have any questions or concerns, please call customer support at **1-888-672-2277 HEALTHfirst** or **1-888-814-2352 KIDSfirst**.



The screenshot shows the Parkland member portal interface. At the top left is the Parkland logo. On the right are icons for MESSAGES, PROFILE, and LOGOUT. Below the logo is a navigation bar with links for HOME, PLAN INFORMATION (highlighted with a red box), CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. Under the navigation bar is a section titled "My Benefits" and a sub-section titled "Plan Information". Below "Plan Information" is a button that says "I have a general plan or coverage question". The main content area is divided into three sections: "Personal Info", "Contact Info", and "Plan Info", each containing a table of member details.

**Personal Info**

Member Name:	Sam Jones	Relationship to Subscriber:	Insured (Policyholder/Employee)
Member ID:	6666666600	Gender:	M
Date of Birth:	1/5/1962	Preferred Language:	

**Contact Info**

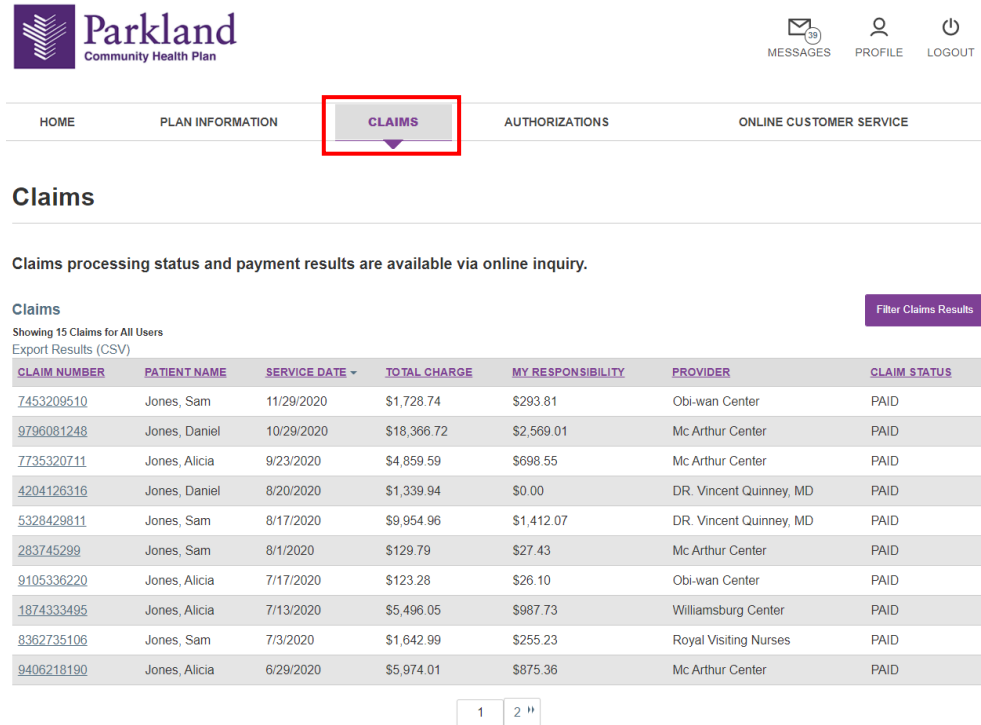
Home Phone:	(608) 526-2028	Work Phone:	
Mobile Phone:		Email Address:	
Main Address 1:	4161 E 96th St		
Main Address 2:			
Main City:	Indianapolis		
Main State:	IN		
Main Zip:	46240		

**Plan Info**

Group Name:	Circle City	Effective Date:	
Group Number:	300	Termination Date:	
Member Number:	6666666600	Date of Birth:	1/5/1962
Plan Name:	GH	Relationship:	Insured (Policyholder/Employee)

## Chapter 5 – Claims

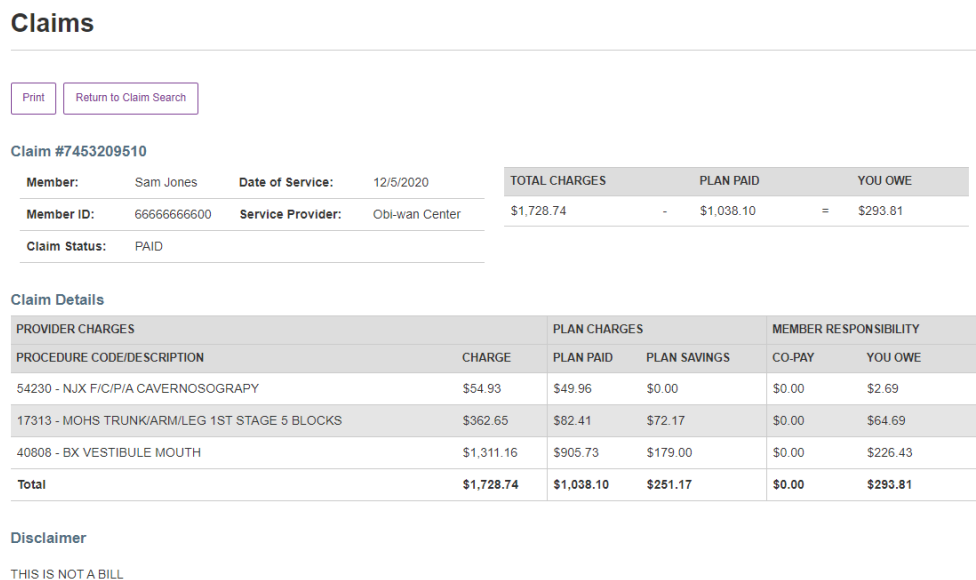
The Claims program allows the member to view details of claims. When the member clicks on the Claims program, a list of their claims appears.



The screenshot shows the Parkland Community Health Plan website. The navigation menu includes HOME, PLAN INFORMATION, CLAIMS (highlighted with a red box), AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. Below the menu, there is a section titled "Claims" with a sub-header "Claims processing status and payment results are available via online inquiry." A "Filter Claims Results" button is visible. The main content area displays a table of 15 claims for all users, with columns for CLAIM NUMBER, PATIENT NAME, SERVICE DATE, TOTAL CHARGE, MY RESPONSIBILITY, PROVIDER, and CLAIM STATUS. The table lists various claims with their respective details, including patient names like Sam Jones, Daniel Jones, and Alicia Jones, service dates, total charges, and provider names like Obi-wan Center and Mc Arthur Center. A pagination control at the bottom shows "1" and "2" with a right arrow.

CLAIM NUMBER	PATIENT NAME	SERVICE DATE	TOTAL CHARGE	MY RESPONSIBILITY	PROVIDER	CLAIM STATUS
<a href="#">7453209510</a>	Jones, Sam	11/29/2020	\$1,728.74	\$293.81	Obi-wan Center	PAID
<a href="#">9796081248</a>	Jones, Daniel	10/29/2020	\$18,366.72	\$2,569.01	Mc Arthur Center	PAID
<a href="#">7735320711</a>	Jones, Alicia	9/23/2020	\$4,859.59	\$698.55	Mc Arthur Center	PAID
<a href="#">4204126316</a>	Jones, Daniel	8/20/2020	\$1,339.94	\$0.00	DR. Vincent Quinney, MD	PAID
<a href="#">5328429811</a>	Jones, Sam	8/17/2020	\$9,954.96	\$1,412.07	DR. Vincent Quinney, MD	PAID
<a href="#">283745299</a>	Jones, Sam	8/1/2020	\$129.79	\$27.43	Mc Arthur Center	PAID
<a href="#">9105336220</a>	Jones, Alicia	7/17/2020	\$123.28	\$26.10	Obi-wan Center	PAID
<a href="#">1874333495</a>	Jones, Sam	7/13/2020	\$5,496.05	\$987.73	Williamsburg Center	PAID
<a href="#">8362735106</a>	Jones, Sam	7/3/2020	\$1,642.99	\$255.23	Royal Visiting Nurses	PAID
<a href="#">9406218190</a>	Jones, Alicia	6/29/2020	\$5,974.01	\$875.36	Mc Arthur Center	PAID

When the member finds the claim they are looking for, they can open the claim by clicking on the claim number. Here they can see the details and the status of the claim. They also have the option to print the details for their files.



The screenshot shows the details for claim #7453209510. At the top, there are "Print" and "Return to Claim Search" buttons. The claim details are as follows:

<b>Claim #</b>	#7453209510					
<b>Member:</b>	Sam Jones	<b>Date of Service:</b>	12/5/2020	<b>TOTAL CHARGES</b>	<b>PLAN PAID</b>	<b>YOU OWE</b>
<b>Member ID:</b>	66666666600	<b>Service Provider:</b>	Obi-wan Center	\$1,728.74	- \$1,038.10	= \$293.81
<b>Claim Status:</b>	PAID					

Below the claim details is a "Claim Details" table:

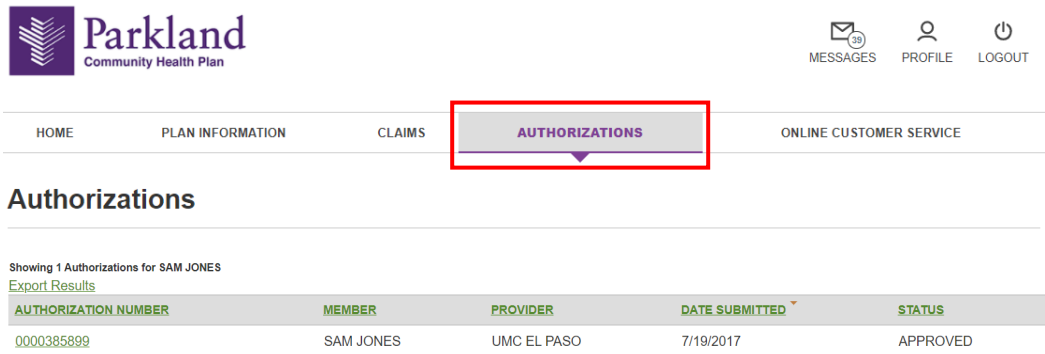
PROVIDER CHARGES PROCEDURE CODE/DESCRIPTION	CHARGE	PLAN CHARGES		MEMBER RESPONSIBILITY	
		PLAN PAID	PLAN SAVINGS	CO-PAY	YOU OWE
54230 - NJX F/C/P/A CAVERNOSGRAPY	\$54.93	\$49.96	\$0.00	\$0.00	\$2.69
17313 - MOHS TRUNK/ARM/LEG 1ST STAGE 5 BLOCKS	\$362.65	\$82.41	\$72.17	\$0.00	\$64.69
40808 - BX VESTIBULE MOUTH	\$1,311.16	\$905.73	\$179.00	\$0.00	\$226.43
<b>Total</b>	<b>\$1,728.74</b>	<b>\$1,038.10</b>	<b>\$251.17</b>	<b>\$0.00</b>	<b>\$293.81</b>

At the bottom, there is a "Disclaimer" section stating "THIS IS NOT A BILL".

## Chapter 6 – Authorizations

When a member clicks on Authorizations a list of authorizations automatically appear. Members can click the Authorization number to see details and status.

**NOTE:** Members cannot request an authorization here. This view provides only a list of authorizations that were submitted by the provider. The Authorization details pane shows the status of the request.

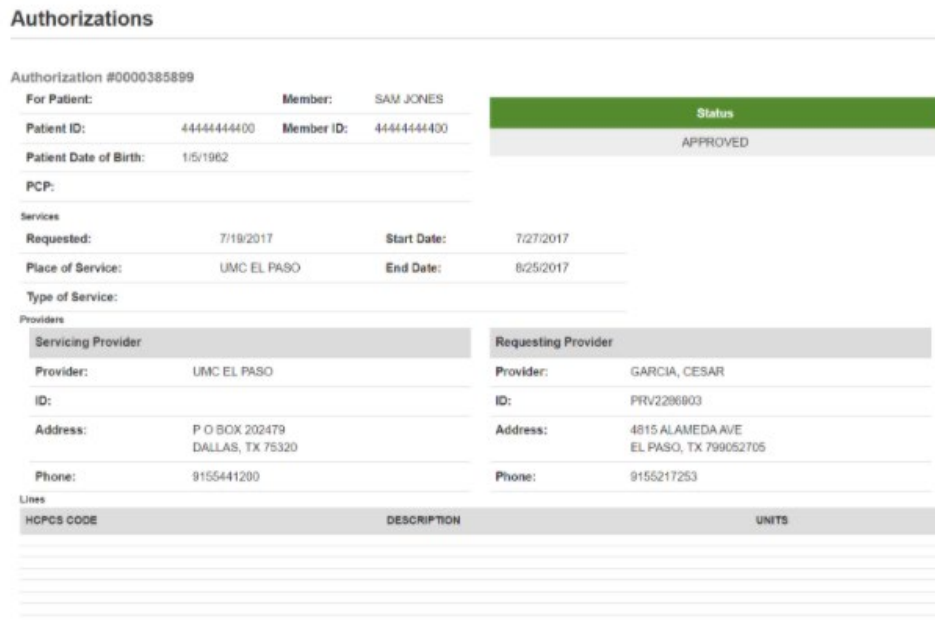


The screenshot shows the Parkland Community Health Plan member portal. The navigation menu includes HOME, PLAN INFORMATION, CLAIMS, **AUTHORIZATIONS** (highlighted with a red box), and ONLINE CUSTOMER SERVICE. The AUTHORIZATIONS section is active, displaying a table with one authorization for member SAM JONES.

AUTHORIZATION NUMBER	MEMBER	PROVIDER	DATE SUBMITTED	STATUS
<a href="#">0000385899</a>	SAM JONES	UMC EL PASO	7/19/2017	APPROVED

When the member opens the authorization details, all of the information about the authorization is presented.

The member can see the status for this authorization along with the information on the Requesting and Servicing Providers.



The screenshot shows the detailed view for authorization #0000385899. It includes patient information, service details, and provider information.

**Authorization #0000385899**

For Patient: **Member:** SAM JONES

**Patient ID:** 4444444400 **Member ID:** 4444444400

**Patient Date of Birth:** 1/5/1962

**PCP:**

**Services**

**Requested:** 7/19/2017 **Start Date:** 7/27/2017

**Place of Service:** UMC EL PASO **End Date:** 8/25/2017

**Type of Service:**

**Providers**

Servicing Provider		Requesting Provider	
<b>Provider:</b>	UMC EL PASO	<b>Provider:</b>	GARCIA, CESAR
<b>ID:</b>		<b>ID:</b>	PRV2286003
<b>Address:</b>	P O BOX 202479 DALLAS, TX 75320	<b>Address:</b>	4815 ALAMEDA AVE EL PASO, TX 799052705
<b>Phone:</b>	9155441200	<b>Phone:</b>	9155217253

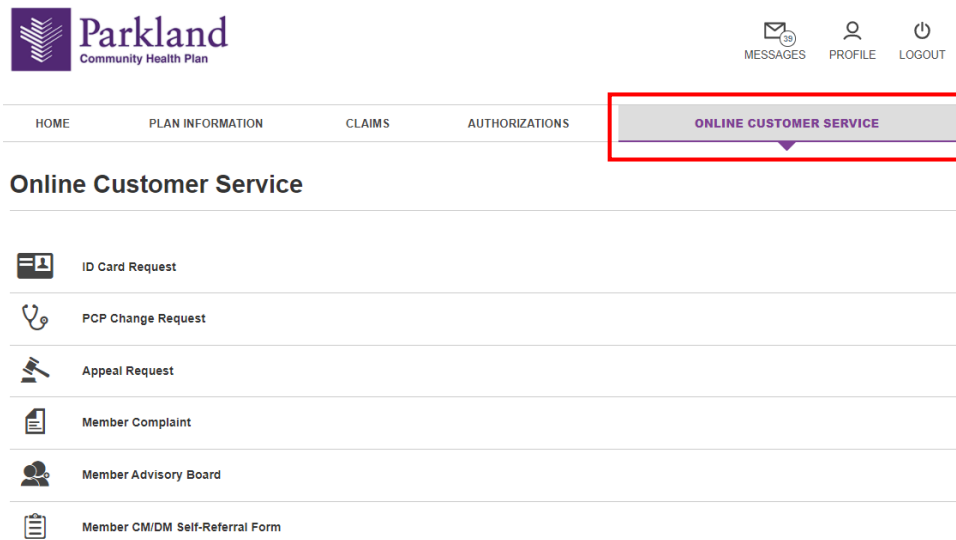
**Lines**

HCPCS CODE	DESCRIPTION	UNITS

## Chapter 7 – Online Customer Service

This menu page provides a number of important benefits for members. Customers have the ability to request an ID Card, request a PCP change, submit an Appeal Request, submit a Member Complaint, join our Member Advisory Board and submit a Member CM/DM Self-Referral Form.

If you have any questions or concerns, please call customer support at **1-888-672-2277 HEALTHfirst** or **1-888-814-2352 KIDSfirst**.



The screenshot shows the Parkland Community Health Plan website interface. At the top left is the Parkland logo. To the right are navigation links for MESSAGES, PROFILE, and LOGOUT. Below these is a horizontal menu with options: HOME, PLAN INFORMATION, CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. The ONLINE CUSTOMER SERVICE option is highlighted with a red box and a downward-pointing arrow. Below the menu is the heading "Online Customer Service" followed by a list of service options, each with an icon and text:

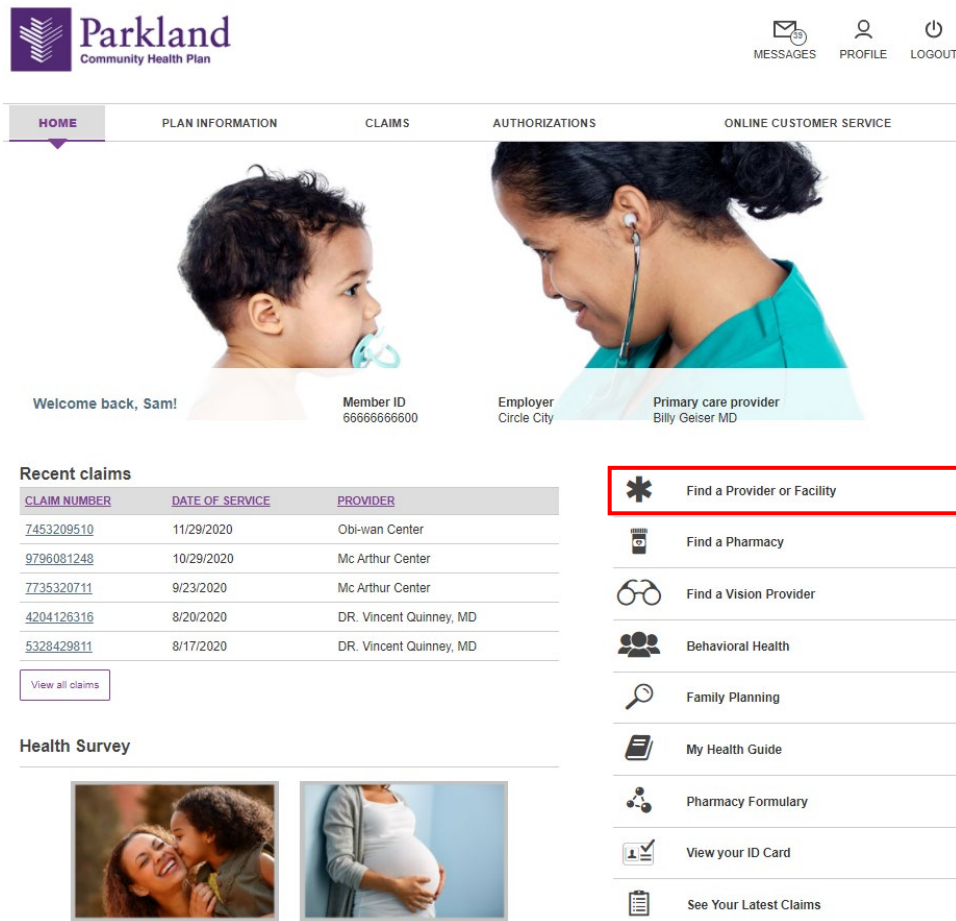
- ID Card Request
- PCP Change Request
- Appeal Request
- Member Complaint
- Member Advisory Board
- Member CM/DM Self-Referral Form



## Chapter 8 – Find a Provider or Facility

Find a health care professional in our network. Select a directory and find network-participating health care professionals that best fit your needs, based on their coverage.

Updates received from our network providers are generally added to the **Find a Provider or Facility** search tool once a week. This information is also subject to change at any time. Please always contact the provider directly to check their status and availability.



**Parkland**  
Community Health Plan

MESSAGES PROFILE LOGOUT

HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE

Welcome back, Sam! Member ID 6666666600 Employer Circle City Primary care provider Billy Geiser MD

**Recent claims**

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider
- Behavioral Health
- Family Planning
- My Health Guide
- Pharmacy Formulary
- View your ID Card
- See Your Latest Claims

**Step 1.** Search for a provider or a facility. Search options include:

- Zip Code (required)
- Provider type
- Product type (required):
  - STAR
  - CHIP
  - CHIP Perinate

HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE

Provider Facility

**Provider Search**  
By Location  
Located

No preference  
 Within 10 Miles  
 Only inside

- of -  
 Zip Code

Use current location

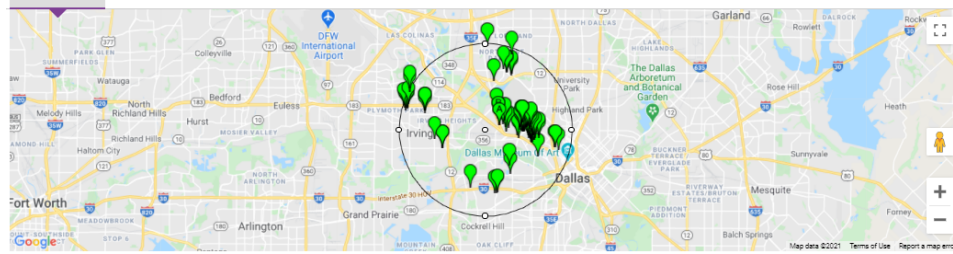
**By Provider Detail**  
 Find PCP  
 Provider Gender  
 Male  
 Female  
 Any Gender  
 Only show providers who are accepting new members

**By Coverage and Care Requirements**  
 Product  
 Please Select  
 Specialty  
 Any Specialty

**Accessibility**  
 Provider facility must have accessible  
 Handicap Accessible

**Step 2.** Once you have searched for a provider or facility based off the criteria submitted, you can view provider information. View Provider Information, Download, and Compare.

HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE



**Search Results** (10143 results)  
 Showing practitioners within 5 miles of Dallas, TX 75247, that are in STAR, and that have provider type Any Type.

Sort results Distance Ascending

<b>SAGHIER, SADAF</b> PCP: Yes Gender: Female	Specialties: Gastroenterology (Stomach, Digestion) Board Certifications: None Reported Language: English	Distance: < 1 mi. <a href="#">7610 STEMMONS FWY STE 500 DALLAS, TX 75247</a> Hours: Mon-Fri: 8:30 am-5:00 pm	Plan: Accepting Patients: Yes <input type="checkbox"/> Compare Provider
<b>SRINIVASAN, RAJASHREE</b> PCP: No Gender: Female	Specialties: Physical Medicine (Rehabilitation) Board Certifications: None Reported Language: English	Distance: 1 mi. <a href="#">1340 EMPIRE CENTRAL DR DALLAS, TX 75247</a> Hours: Mon-Fri: 8:00 am-5:00 pm	Plan: Accepting Patients: Yes <input type="checkbox"/> Compare Provider
<b>GHERA, PRINCY</b> PCP: No Gender: Female	Specialties: Pulmonology (Lungs, Breathing)	Distance: 1 mi. 1340 EMPIRE CENTRAL DR	Plan: Accepting Patients: Yes

**Filter Results**

By Location  
Located

No preference  
 Within 5 Miles  
 Only inside

- of -  
 Zip Code

Use current location

City

State

County

Address

You are able to click on the provider or facility name to see more information and **Print**. You are also able to compare up to four different providers.

**HOME**    PLAN INFORMATION    CLAIMS    AUTHORIZATIONS    ONLINE CUSTOMER SERVICE

---

**SAGHIER, SADAF** ?

---

**Gender:** ?  
Female

**Provider Type:** ?  
Physician (M.D.)

**Board Certifications:** ?  
*Check the most current board certification status by going to the AMA, ABMS, or AOA website.*

**Education:** ?  
None

**Languages Spoken:** ?  
English

**State License Number:** ?  
None

**Locations:** ?

**DIGESTIVE HEALTH ASSOCIATES OF TEXAS PA**

[7610 N STEMMONS FWY](#)  
[STE 600](#)  
[DALLAS, TX 752474228](#)

(817) 284-2693

**Accessibility:** Handicap Accessible

**Location Type:** Physician Group (M.D.)

**Languages Spoken:** English

**Specialties:** Gastroenterology (Stomach, Digestion)

**Networks**

Accepting Patients

**Ages:** 17 and under

**Gender:** None

**Effective Date:** None

**DIGESTIVE HEALTH ASSOCIATES OF TEXAS PA, SL**

[7610 STEMMONS FWY](#)  
[STE 500](#)  
[DALLAS, TX 75247](#)

**Hours:** Mon-Fri: 8:30 am-5:00 pm

**Accessibility:** Handicap Accessible

**Location Type:** Office Location

**Languages Spoken:** None

**Specialties:** Gastroenterology (Stomach, Digestion)

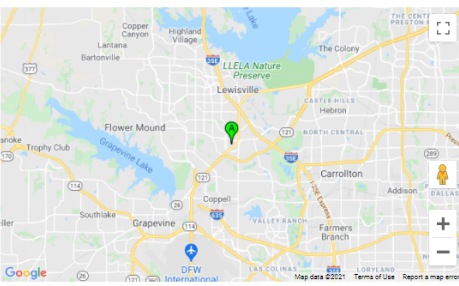
**Networks**

Accepting Patients

**Ages:** 17 and under

**Gender:** None

**Effective Date:** None




---

**Medical Groups** ?

DIGESTIVE HEALTH ASSOCIATES OF TEXAS PA

[7610 N STEMMONS FWY](#)  
[STE 600](#)  
[DALLAS, TX 752474228](#)

(817) 284-2693

**Effective Date:** None

**Networks**

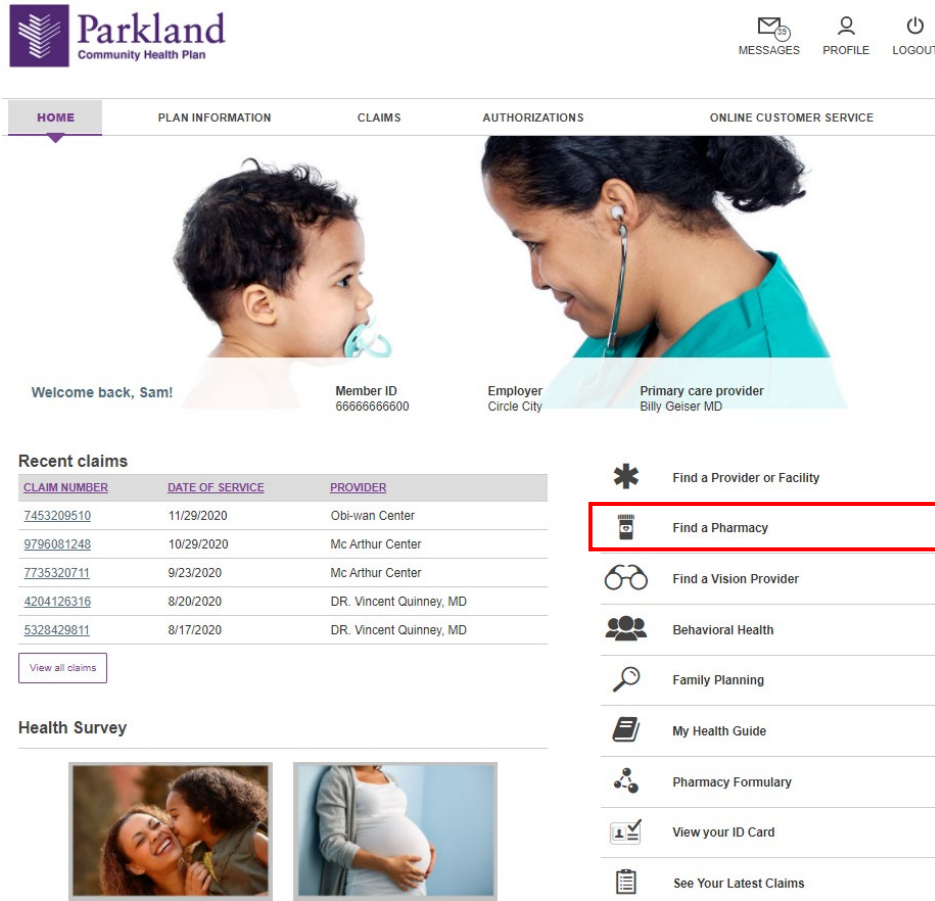
Back to Results
Print

Updates received from our network providers are generally added to the Find a Provider or Hospital search tool once a week. This information is also subject to change at any time. Please always contact the provider directly to check their status and availability.

Last Updated: 2021-03-05

## Chapter 9 – Find a Pharmacy

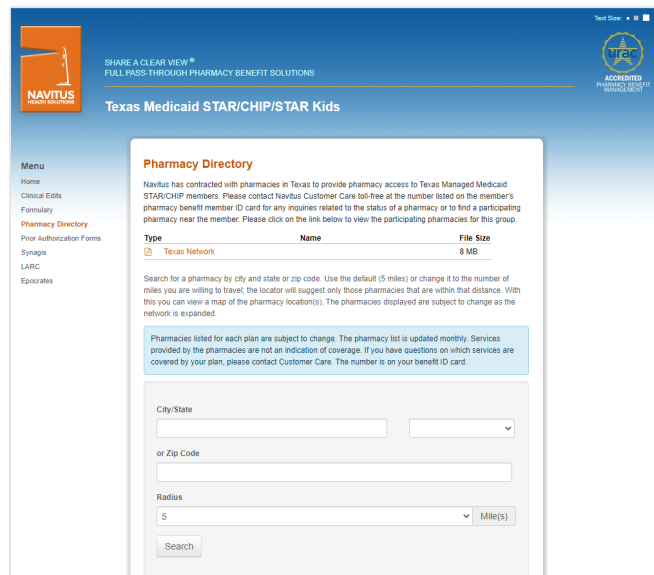
The Find a Pharmacy button (located on the Quicklinks section on the homepage) will be redirected to the Navitus Pharmacy Directory page.



The screenshot shows the member portal homepage with the following elements:

- Header:** Parkland Community Health Plan logo, Messages, Profile, and Logout icons.
- Navigation:** Home (selected), Plan Information, Claims, Authorizations, and Online Customer Service.
- Welcome Message:** "Welcome back, Sam!" with member details: Member ID 6666666600, Employer Circle City, and Primary care provider Billy Geiser MD.
- Recent claims table:**

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD
- Quicklinks:**
  - Find a Provider or Facility
  - Find a Pharmacy** (highlighted with a red box)
  - Find a Vision Provider
  - Behavioral Health
  - Family Planning
  - My Health Guide
  - Pharmacy Formulary
  - View your ID Card
  - See Your Latest Claims
- Health Survey:** Two images showing a woman with a child and a pregnant woman.



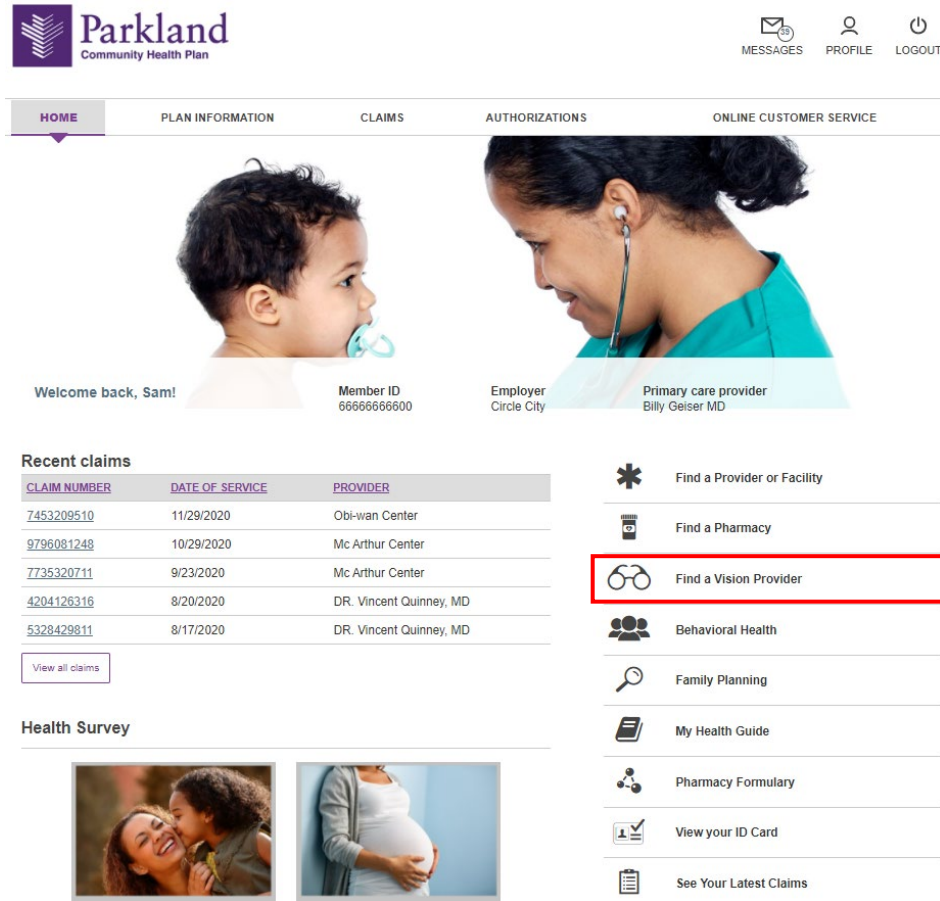
The screenshot shows the Navitus Pharmacy Directory page for Texas Medicaid STAR/CHIP/STAR Kids. It includes a search form with the following fields:

- City/State:** A dropdown menu.
- or Zip Code:** A text input field.
- Radius:** A dropdown menu set to 5 Miles(s).
- Search:** A button to execute the search.

Additional text on the page includes: "Pharmacies listed for each plan are subject to change. The pharmacy list is updated monthly. Services provided by the pharmacies are not an indication of coverage. If you have questions on which services are covered by your plan, please contact Customer Care. The number is on your benefit ID card."

## Chapter 10 – Find a Vision Provider

The Find a Vision Provider button (located on the Quicklinks section on the homepage) will be redirected to the SuperiorVision Locator page.



**Parkland Community Health Plan**

MESSAGES PROFILE LOGOUT

HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE

Welcome back, Sam!

Member ID: 6666666600

Employer: Circle City

Primary care provider: Billy Geiser MD

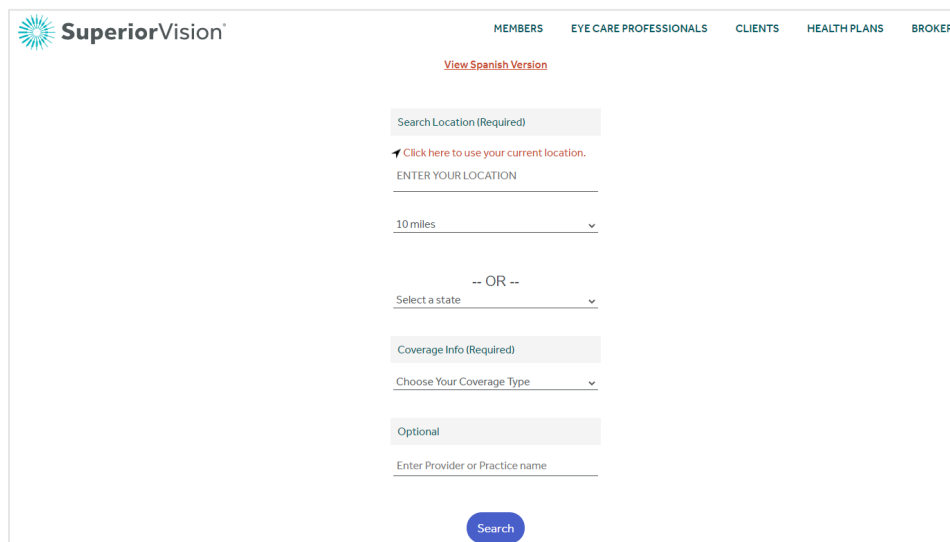
**Recent claims**

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider**
- Behavioral Health
- Family Planning
- My Health Guide
- Pharmacy Formulary
- View your ID Card
- See Your Latest Claims



**SuperiorVision**

MEMBERS EYE CARE PROFESSIONALS CLIENTS HEALTH PLANS BROKERS

[View Spanish Version](#)

Search Location (Required)

[Click here to use your current location.](#)

ENTER YOUR LOCATION

10 miles

-- OR --

Select a state

Coverage Info (Required)

Choose Your Coverage Type

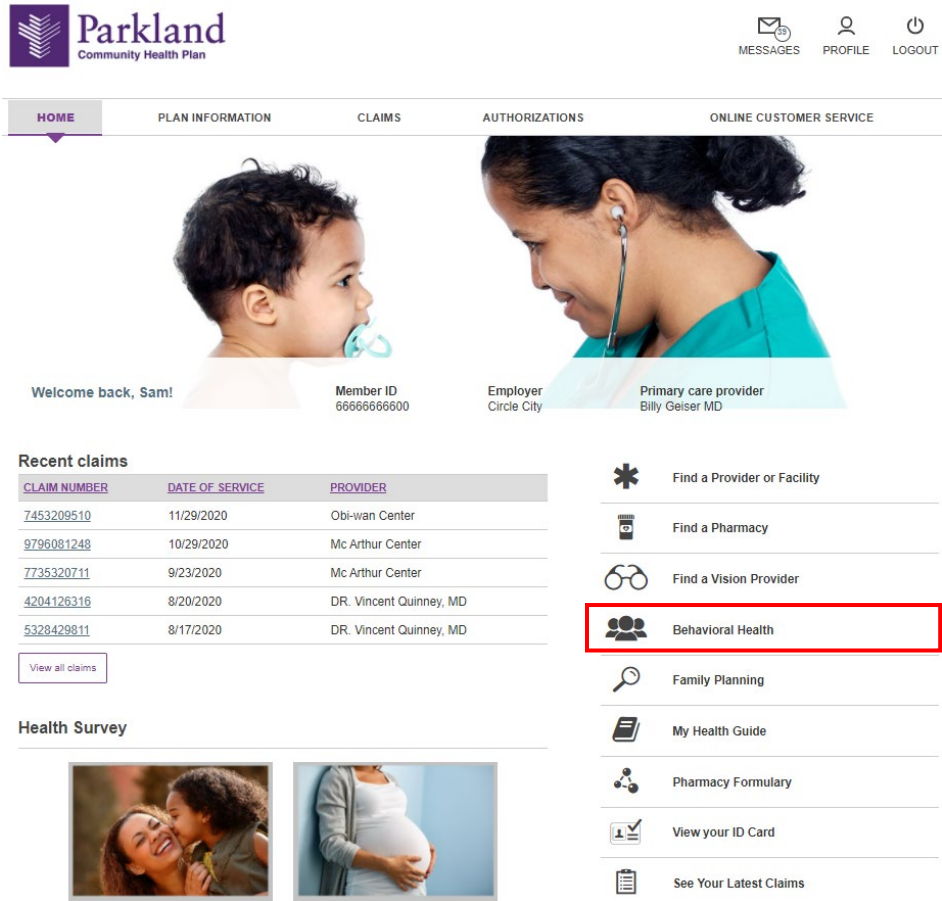
Optional

Enter Provider or Practice name

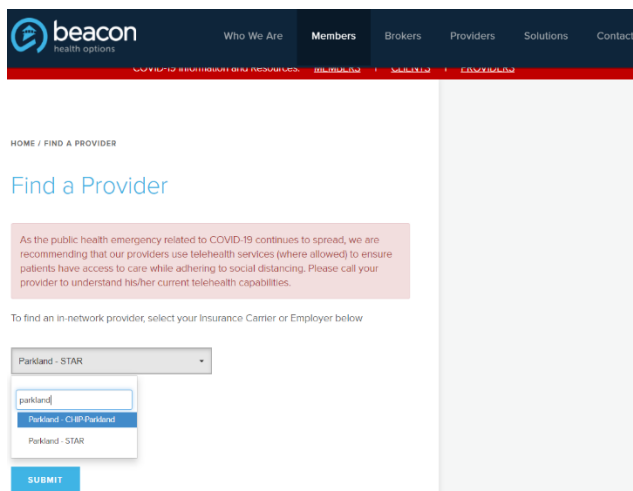
Search

# Chapter 11 – Behavioral Health

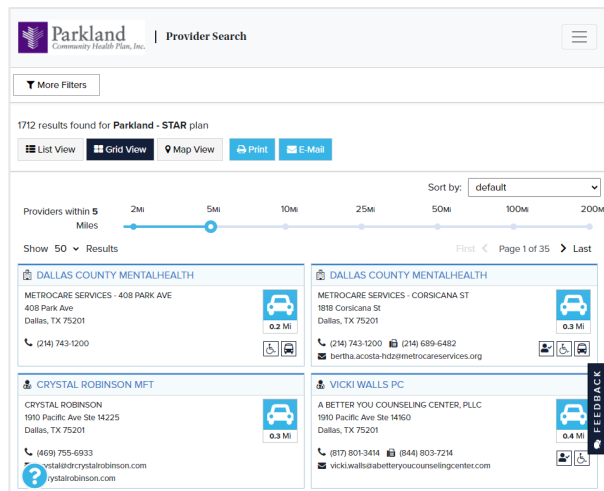
The Behavioral Health button (located on the Quicklinks section on the homepage) will be redirected to the Beacon Health Options search page.



The screenshot shows the Parkland member portal homepage. At the top, there is a navigation bar with links for HOME, PLAN INFORMATION, CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. Below the navigation bar is a large banner image featuring a young child and a healthcare provider. To the right of the banner, there are utility icons for MESSAGES, PROFILE, and LOGOUT. Below the banner, a personalized welcome message reads "Welcome back, Sam!" followed by member details: Member ID 6666666600, Employer Circle City, and Primary care provider Billy Geiser MD. A "Recent claims" table is displayed, listing claim numbers, dates of service, and providers. To the right of the claims table is a "Quicklinks" section with icons and text for: Find a Provider or Facility, Find a Pharmacy, Find a Vision Provider, Behavioral Health (highlighted with a red box), Family Planning, My Health Guide, Pharmacy Formulary, View your ID Card, and See Your Latest Claims. Below the claims table is a "Health Survey" section with two images: a woman kissing a child and a pregnant woman.



The screenshot shows the Beacon Health Options "Find a Provider" page. The header includes the Beacon logo and navigation links: Who We Are, Members, Brokers, Providers, Solutions, and Contact. The main heading is "Find a Provider". A message states: "As the public health emergency related to COVID-19 continues to spread, we are recommending that our providers use telehealth services (where allowed) to ensure patients have access to care while adhering to social distancing. Please call your provider to understand his/her current telehealth capabilities." Below this, a prompt says "To find an in-network provider, select your Insurance Carrier or Employer below". A dropdown menu is set to "Parkland - STAR". A search input field contains "parkland", and a list of suggestions is shown: "Parkland - CHIP Parkland" (selected) and "Parkland - STAR". A "SUBMIT" button is at the bottom.



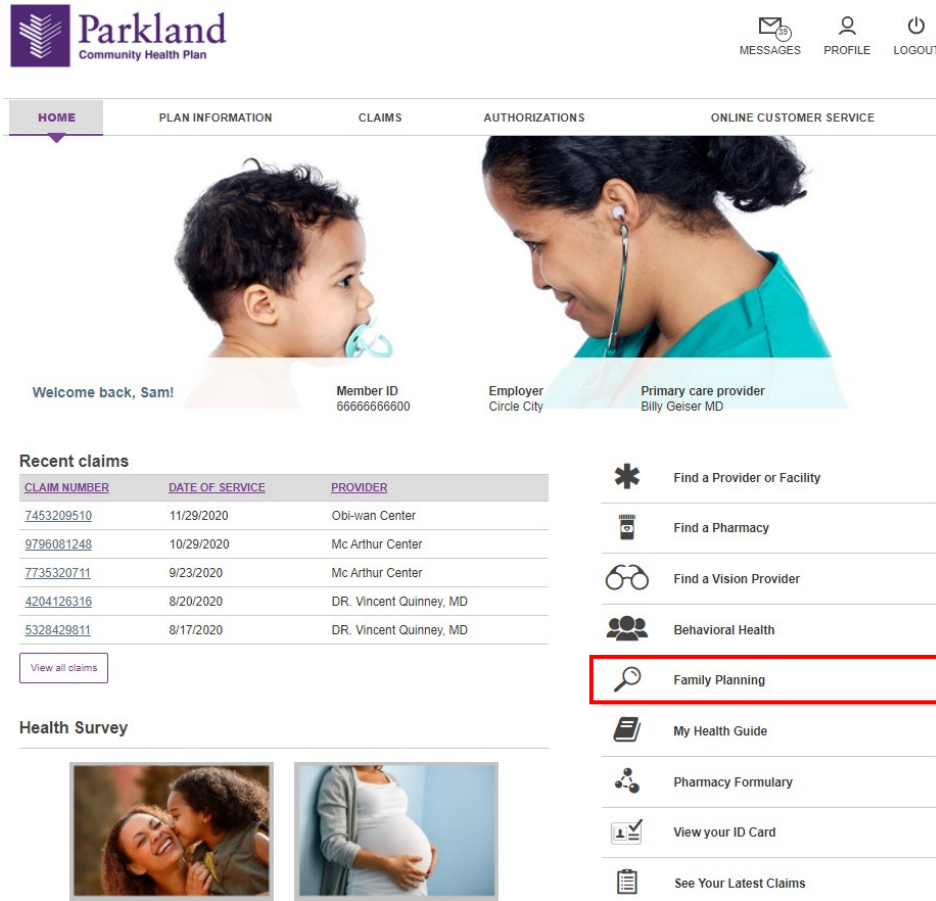
The screenshot shows the Parkland Provider Search results page. The header includes the Parkland logo and "Provider Search". A "More Filters" button is visible. The results are for the "Parkland - STAR" plan, showing 1712 results. The page includes view options (List View, Grid View, Map View), Print, and E-Mail buttons. A distance filter is set to 5 miles. The results are sorted by default. The first few results are:
 

- DALLAS COUNTY MENTALHEALTH** (METRO-CARE SERVICES - 408 PARK AVE, 0.2 MI)
- DALLAS COUNTY MENTALHEALTH** (METRO-CARE SERVICES - CORSICANA ST, 0.3 MI)
- CRYSTAL ROBINSON MFT** (CRYSTAL ROBINSON, 0.3 MI)
- VICKI WALLS PC** (A BETTER YOU COUNSELING CENTER, PLLC, 0.4 MI)

 A vertical "FEEDBACK" button is on the right side of the results list.

## Chapter 12 – Family Planning

The Family Planning button (located on the Quicklinks section on the homepage) will be redirected to the Healthy Texas Women page.



The screenshot shows the Parkland member portal homepage. At the top, there is a navigation bar with links for HOME, PLAN INFORMATION, CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. Below the navigation bar is a large banner image of a young boy and a female healthcare provider. The banner includes a welcome message: "Welcome back, Sam!" and member information: "Member ID 6666666600", "Employer Circle City", and "Primary care provider Billy Geiser MD".

Below the banner, there is a "Recent claims" section with a table:

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
7453209510	11/29/2020	Obi-wan Center
9796081248	10/29/2020	Mc Arthur Center
7735320711	9/23/2020	Mc Arthur Center
4204126316	8/20/2020	DR. Vincent Quinney, MD
5328429811	8/17/2020	DR. Vincent Quinney, MD

Below the table is a button labeled "View all claims". To the right of the claims table is a "Quicklinks" section with several options, each with an icon and a text label:

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider
- Behavioral Health
- Family Planning** (highlighted with a red box)
- My Health Guide
- Pharmacy Formulary
- View your ID Card
- See Your Latest Claims

Below the quicklinks is a "Health Survey" section with two images: one of a woman kissing a child and another of a pregnant woman.



The screenshot shows the "HEALTHY TEXAS WOMEN" website. The header includes navigation links: Home, Healthcare Programs, Find a Doctor, Health Topics, About, and Am I eligible?. Below the header is a yellow banner with the text: "COVID-19 benefits are available for Healthy Texas Women and Family Planning Program clients and providers. Read the COVID-19 program updates (PDF)."

The main content area is titled "Family Planning Program". On the left, there is a large image of a smiling couple. On the right, there is a "Find an FPP Doctor" section with a search form:

Find an FPP Doctor

Address:

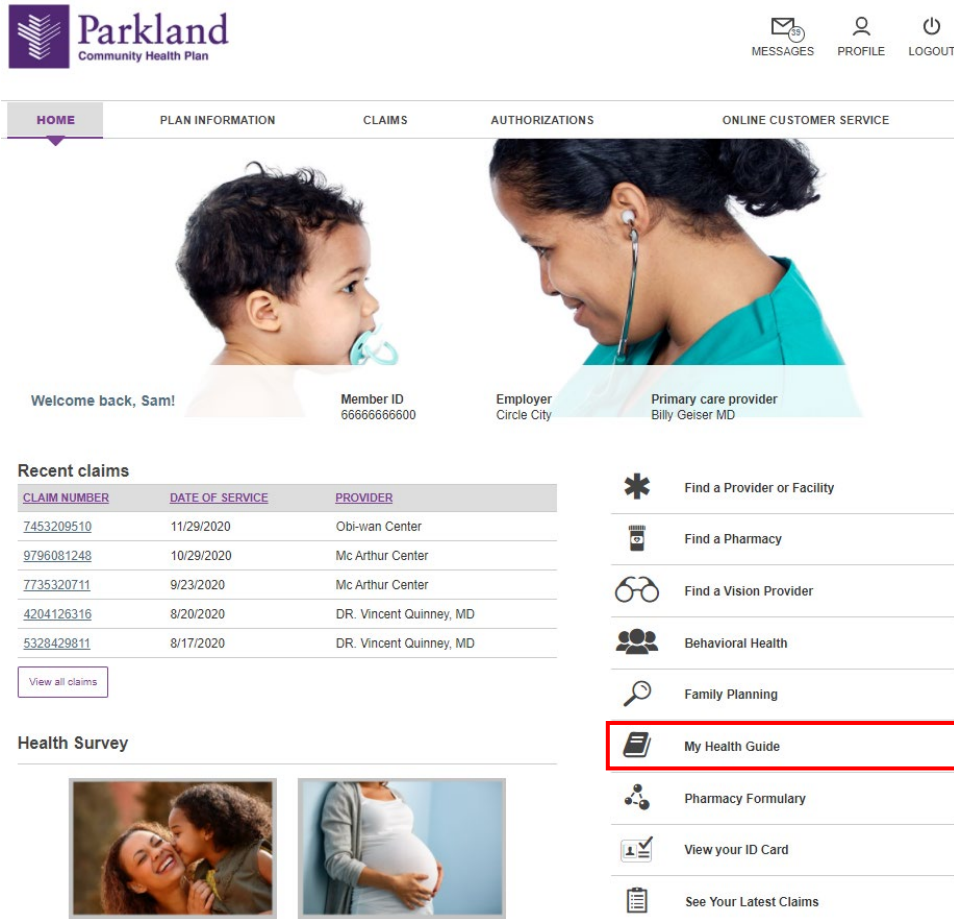
Distance:

Provider Name (optional):

Below the form is a map of Texas showing major cities like Lubbock, Dallas, Fort Worth, Austin, and San Antonio. At the bottom of the map, it says "Select any filter and click on Apply to see results."

## Chapter 13 – My Health Guide

The My Health Guide button (located on the Quicklinks section on the homepage) will be redirected to the HealthWise Knowledgebase page.



The screenshot shows the Parkland My Health Guide homepage. At the top, there is a navigation bar with links for HOME, PLAN INFORMATION, CLAIMS, AUTHORIZATIONS, and ONLINE CUSTOMER SERVICE. Below the navigation bar is a large image of a doctor examining a child. Underneath the image, there is a welcome message: "Welcome back, Sam!" followed by member information: Member ID 6666666600, Employer Circle City, and Primary care provider Billy Geiser MD. To the left, there is a "Recent claims" section with a table of claim numbers, dates of service, and providers. To the right, there is a "Quicklinks" section with various options, including "My Health Guide" which is highlighted with a red box. Below the quicklinks, there is a "Health Survey" section with two images of people.

**Recent claims**

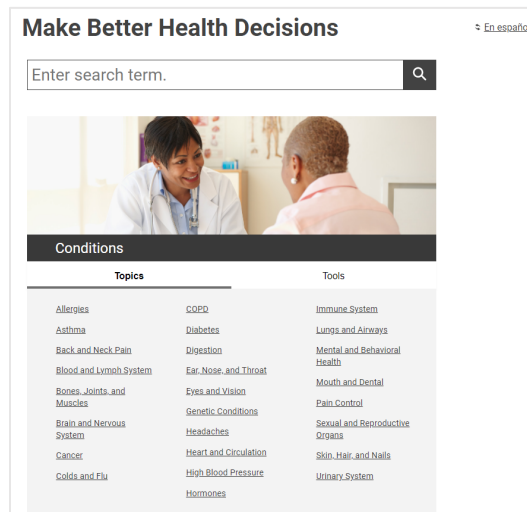
CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**

**Quicklinks:**

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider
- Behavioral Health
- Family Planning
- My Health Guide**
- Pharmacy Formulary
- View your ID Card
- See Your Latest Claims



The screenshot shows the "Make Better Health Decisions" search page. It features a search bar with the placeholder text "Enter search term." and a magnifying glass icon. Below the search bar is a large image of a doctor and a patient. Underneath the image, there is a "Conditions" section with a grid of links organized into "Topics" and "Tools".

**Make Better Health Decisions** En español

Enter search term.

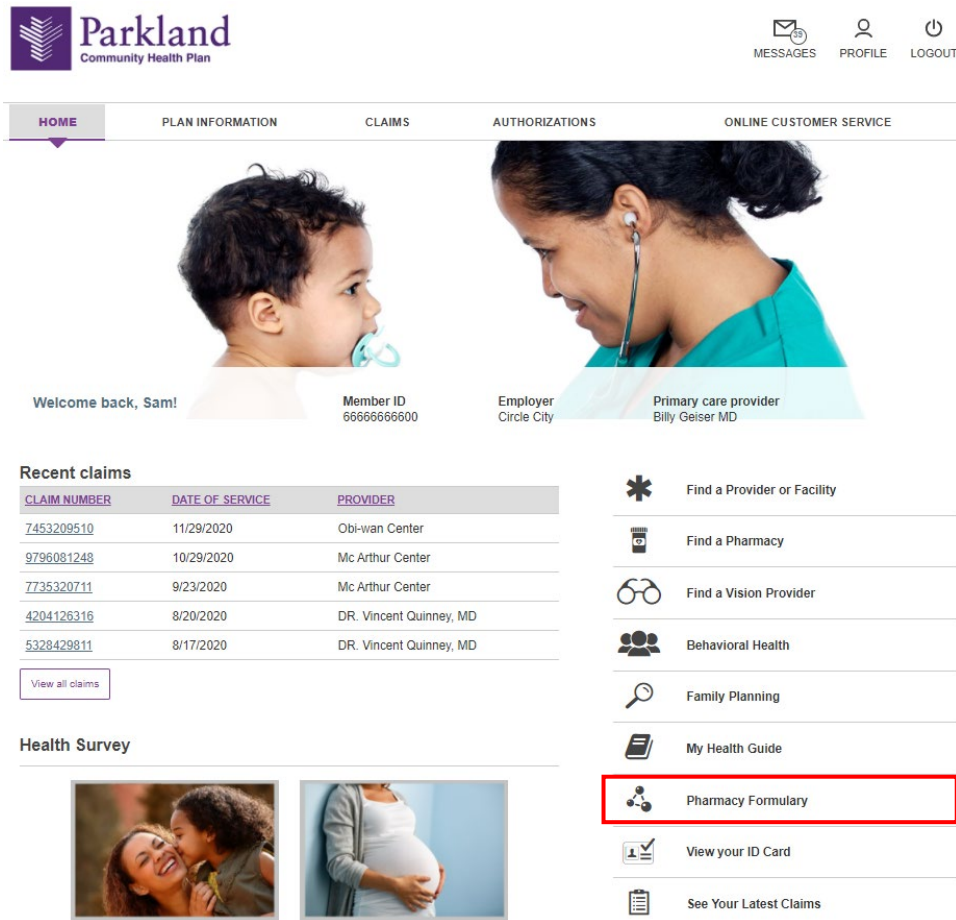
**Conditions**

Topics	Tools
<a href="#">Allergies</a>	<a href="#">COPD</a>
<a href="#">Asthma</a>	<a href="#">Diabetes</a>
<a href="#">Back and Neck Pain</a>	<a href="#">Digestion</a>
<a href="#">Blood and Lymph System</a>	<a href="#">Ear, Nose, and Throat</a>
<a href="#">Bones, Joints, and Muscles</a>	<a href="#">Eyes and Vision</a>
<a href="#">Brain and Nervous System</a>	<a href="#">Genetic Conditions</a>
<a href="#">Cancer</a>	<a href="#">Headaches</a>
<a href="#">Colds and Flu</a>	<a href="#">Heart and Circulation</a>
	<a href="#">High Blood Pressure</a>
	<a href="#">Hormones</a>
	<a href="#">Immune System</a>
	<a href="#">Lungs and Airways</a>
	<a href="#">Mental and Behavioral Health</a>
	<a href="#">Mouth and Dental</a>
	<a href="#">Pain Control</a>
	<a href="#">Sexual and Reproductive Organs</a>
	<a href="#">Skin, Hair, and Nails</a>
	<a href="#">Urinary System</a>



## Chapter 14 – Pharmacy Formulary

The Pharmacy Formulary button (located on the Quicklinks section on the homepage) will be redirected to the Navitus Texas Medicaid STAR/CHIP/STAR Kids formulary drug search page.



**Recent claims**

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**

**Quicklinks:**

- Find a Provider or Facility
- Find a Pharmacy
- Find a Vision Provider
- Behavioral Health
- Family Planning
- My Health Guide
- Pharmacy Formulary**
- View your ID Card
- See Your Latest Claims



**NAVITUS HEALTH SOLUTIONS**

SHARE A CLEAR VIEW®  
FULL PASS-THROUGH PHARMACY BENEFIT SOLUTIONS

**Texas Medicaid STAR/CHIP/STAR Kids**

**Menu**

- Home
- Clinical Edits
- Formulary**
- Pharmacy Directory
- Prior Authorization Forms
- Synagis
- LARC
- Epocrates

**Formulary**

The Texas Managed Medicaid STAR/CHIP/STAR Kids formulary, including the Preferred Drug List and any clinical edits, is defined by the Texas Vendor Drug Program.

Please click on the link(s) below to view the formulary documents.

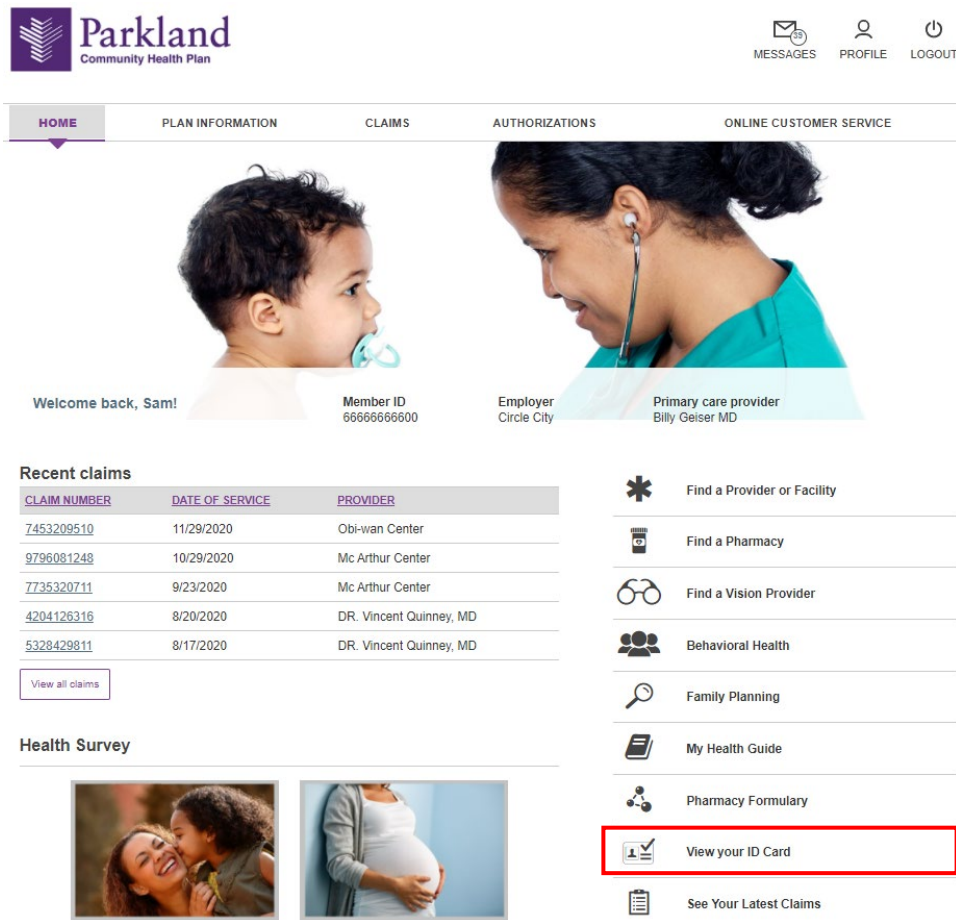
Type	Name	File Size
<a href="#">Texas Medicaid CHIP Formulary</a>		20 MB
<a href="#">Texas Medicaid STAR Dual Formulary</a>		5 MB
<a href="#">Texas Medicaid STAR Formulary</a>		20 MB

Text Size: ■ ■ ■

ACCREDITED PHARMACY BENEFIT MANAGEMENT

## Chapter 15 – View Your ID Card

The View Your ID Card button (located on the Quicklinks section on the homepage) will be where members can view and request a new ID Card.



**Parkland**  
Community Health Plan

MESSAGES PROFILE LOGOUT

HOME PLAN INFORMATION CLAIMS AUTHORIZATIONS ONLINE CUSTOMER SERVICE

Welcome back, Sam!

Member ID  
6666666600

Employer  
Circle City

Primary care provider  
Billy Geiser MD

**Recent claims**

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
<a href="#">7453209510</a>	11/29/2020	Obi-wan Center
<a href="#">9796081248</a>	10/29/2020	Mc Arthur Center
<a href="#">7735320711</a>	9/23/2020	Mc Arthur Center
<a href="#">4204126316</a>	8/20/2020	DR. Vincent Quinney, MD
<a href="#">5328429811</a>	8/17/2020	DR. Vincent Quinney, MD

[View all claims](#)

**Health Survey**

Find a Provider or Facility

Find a Pharmacy

Find a Vision Provider

Behavioral Health

Family Planning

My Health Guide

Pharmacy Formulary

**View your ID Card**

See Your Latest Claims