

Directory Maker

Instructions to Help You Get Started

We recognize the importance of providing clients and members with the most current, in-depth information about the First Health Network. That's why we offer the directory maker application as part of our collection of online tools. The directory maker software allows you to create customized network directories on demand, 24 hours a day, 365 days a year, using provide data that is **updated on a daily basis**. You can obtain your customized directory via e-mail within minutes of completing just a few steps.

How does it work?

- 1.** Go to www.firsthealth.com.
 - Select TPA/Insurance Carrier.
 - Select “Clients” and select your type.
 - Click Directory Maker.
 - Select the network you want to search.
 - Enter your e-mail address and click “Continue.”

- 2.** To create a directory profile, click the “Create or work with a profile” link or the “Profile Maintenance” tab.
 - On the Profile Maintenance page, click “Create.”
 - Choose the type of directory you prefer (facility, hospital, OCN or combined) and click on “Continue.”
 - Select the state(s) you wish to include in your directory. To include multiple states, hold down the Ctrl key as you click on each state.
 - To print the entire state, click on “Directory Formatting.” To customize the directory, click on “Detail State Criteria.”
 - If you select “Detail State Criteria,” you will also need to select the county, city or zip you would like to include in the directory. To do this, you must select “include” in the top box. If you want multiple cities, counties or zips you must hold down the Ctrl key as you select them, then click on “Directory Formatting” to continue.
 - You may sort the directories by state, county, city, zip and/or specialty. *Note: if sorting by multiple criteria including specialty, specialty must be designated as the final sort option. Otherwise, the directory provided will be blank with a message indicating that no providers were found. For example, to sort by county, city and specialty, use the drop down box to choose the number ‘1’ for county, the number ‘2’ for city, and the number ‘3’ for specialty; in this example, choosing the number ‘1’ or ‘2’ for specialty would return a blank directory. After you select the sort option(s), click in “Save Profile.”*
 - Name your profile (this is the name that will appear on the directory) and click on “Save Profile” again.

- 3.** Use the “Generate Directory” tab or return to the main menu and click “Submit a profile for generation.”
 - Choose profile name and click “Submit Creation Request.”
 - Enter your e-mail address and click “Submit Request.” An e-mail message will be sent to you once the directory has been completed.

- 4.** Use the “Directory Pick-up” tab or return to the main menu and click “Pick up a directory.” (This takes 10 to 15 minutes from the time you generate the directory.)
 - Select your directory, click on “Pick Up Directory.”
 - Print, save or e-mail your directory.

Once a directory profile has been saved, updated directories can be generated on a regular basis. Go to “Generate Directory” and select the profile or directory you created previously, then follow Steps 3 and 4. *Note: a profile will re-appear on the “Generate Directory” page once the directory has been removed from the “Directory Pickup” location. A directory is automatically removed 96 hours after creation, or choose the directory name and click on “Delete Directory” to manually remove it.*