



MiResource

Using the Guided Search

**FAQs for Blue Cross and Blue Shield
of Kansas Members**

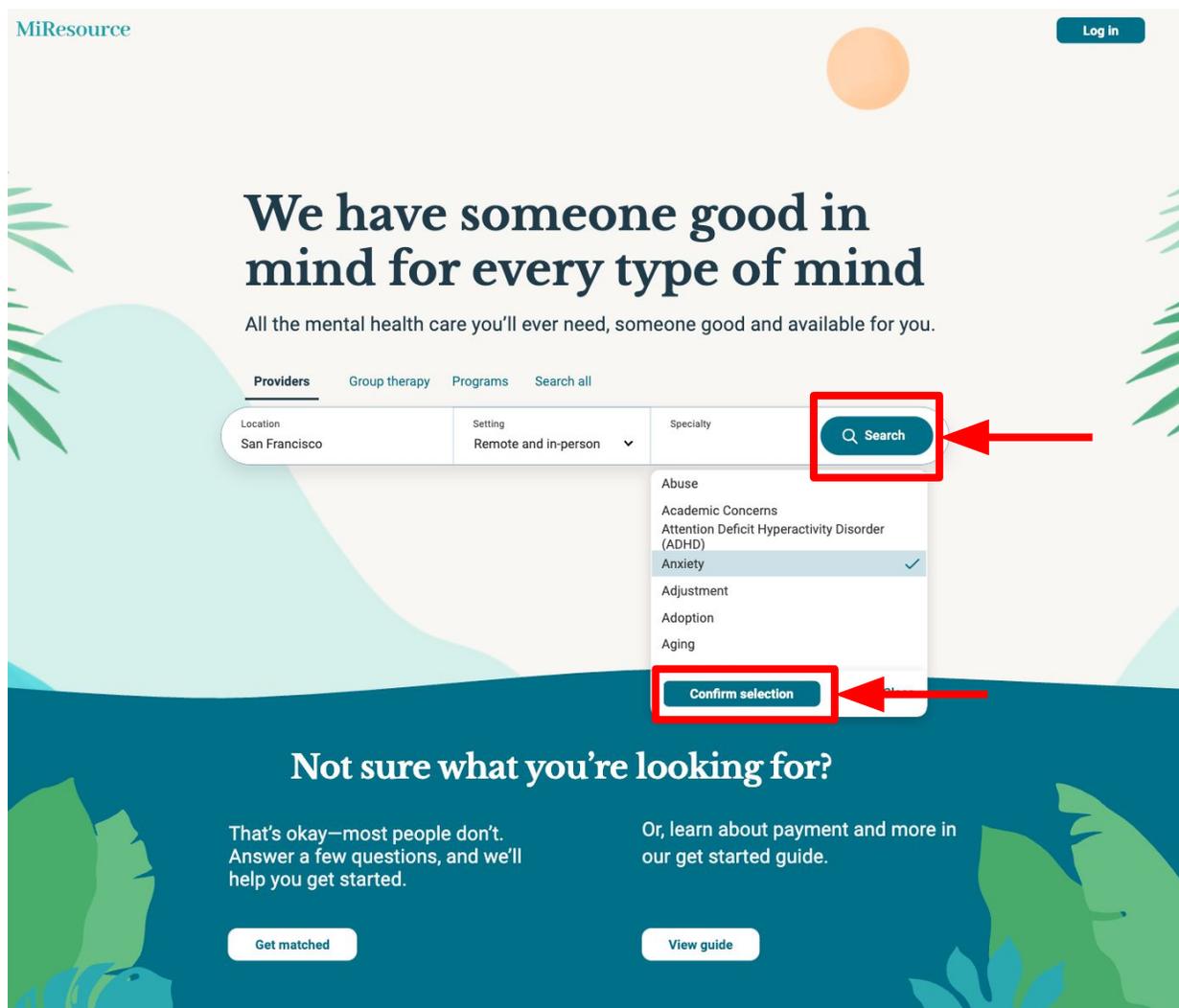
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How do I search for a provider in MiResource?

To start looking for the right provider for you, always **begin on the homepage**. Here you will find basic filters such as “Location,” “Setting,” and “Specialty,” which means you may find a mental health provider depending on where you live; your desire to meet online, in-person, or combined; and concerns you want to address. Click on each section to find a drop-down menu, select your choice(s) by clicking on them, select the “Confirm selection” button, and click on “Search” to start.

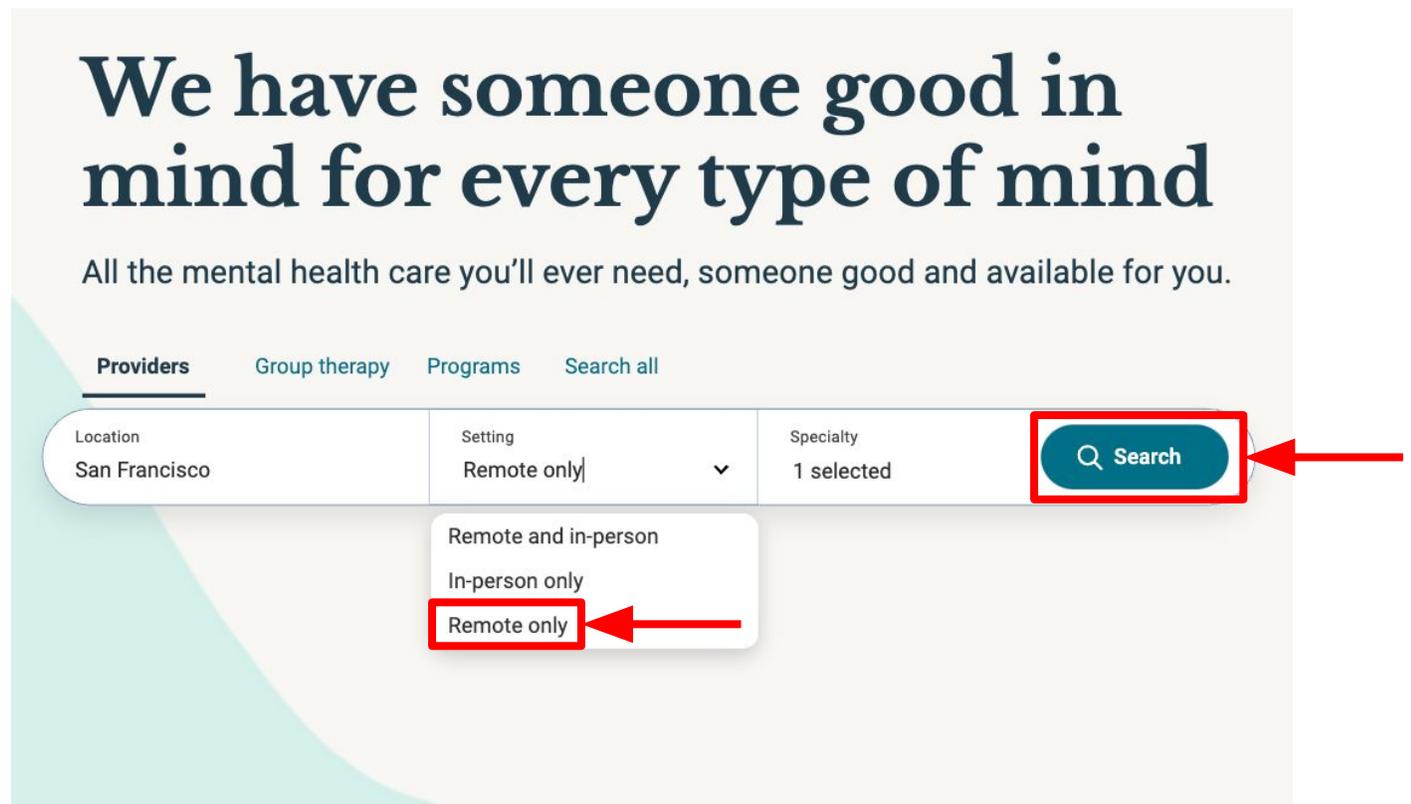


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Can I search for providers who are offering remote and in-person services?

Yes. Go to the “Setting” section on the homepage. You can choose your preferred method of communication: “Remote and in-person,” “In-person only,” or “Remote only”. Click to select your preference from the drop-down menu. Once you finish, complete your “Location” and “Specialty,” then click the “Search” button.



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What if I want to see a provider who offers a specific type of treatment?

Once you complete the homepage search, you will be able to use additional filters to look for an even more specific provider match. Click on “Care types” and then select “Treatments”.

64 care options in San Francisco

The screenshot shows the search results interface for San Francisco. At the top, there are two tabs: "Providers" and "Group Therapy". Below these are several filter buttons: "Specialty", "Payment", "Availability", "Care types", "Entity preferences", "Accessibility", and "Clear all". The "Care types" button is highlighted with a red box. A dropdown menu is open for "Care types", showing several options: "Modalities" (with a dropdown arrow), "Treatments" (with a dropdown arrow and highlighted by a red box), "Other services", "Center type", and "Provider type". A red arrow points to the "Treatments" dropdown. Below the dropdown, there is a checked box for "Offers medication management" and a "Clear all" button. The background shows a list of provider cards, including Maria Valasquez, Understanding Self and Others, and Michelle Wu.

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After clicking “Treatments,” scroll or type ahead to find the treatment(s) of interest to you. Click on your choices. When you are finished, click the “Confirm selection” button.

64 care options in San Francisco

The screenshot shows the MiResource interface for finding care options in San Francisco. At the top, there are tabs for 'Providers' and 'Group Therapy'. Below these are filter buttons for 'Specialty', 'Payment', 'Availability', 'Care types', 'Identity preferences', and 'Accessibility', along with a 'Clear all' button. A list of care options is displayed, including profiles for Maria Valasquez, 'Understanding Self and Other', and Michelle Wu. A filter menu is open over the list, showing a list of modalities: Coaching, Cognitive Behavioral Therapy (CBT), Cognitive Enhancement Therapy (CET), Cognitive Processing Therapy (CPT), Cognitive Remediation Therapy (CRT), Cognitive Restructuring, and Constructivist. The 'Confirm selection' button at the bottom of the filter menu is highlighted with a red box and a red arrow pointing to it.

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To save your selections, click on the “Apply” button.

64 care options in San Francisco

Providers | **Group Therapy**

Specialty | Payment | Availability | **Care types** | Identity preferences | Accessibility | Clear all

Remote Ok | Speaks English, Spanish, Man...
Maria Valasquez
I believe that people do the best th...
me know how I can help.
✔ Accepting clients | Works Thu, F...

Remote Ok | Offered in English, Spanish, M...
Understanding Self and Ot...
You will learn strategies for setting...
about yourself and your relationsh...
✔ Spots available | Ages 23-45
Out-of-pocket only, sliding-scale pricing

Remote Ok | Speaks English, Spanish, Man...
Michelle Wu
I help people develop better copin...
✔ Accepting clients | Works Mon, T...

Modalities
Talk Therapy, Couples Therapy, Family Therapy, etc.

Treatments
7 selected
EMDR, TMS, Hypnosis, etc.

Other services

Center type
Outpatient treatment, Residential treatment, etc.

Provider type
Psychologist, Psychiatrist, LMFT, etc.

Offers medication management

Clear all

Apply

Let
2 mi

er
3 mi

2 mi

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Can I see a provider for more than one issue?

Sure. Most providers have multiple areas of expertise. To search for a provider to treat more than one issue, just click on the “Specialty” button after you’ve completed the homepage filters. Next, select “Areas of focus” and scroll or type ahead to find the “Areas of focus” of interest to you. Select your option(s) by clicking on them. When you are finished, click the “Confirm selection” button.

64 care options in San Francisco

The screenshot shows the MiResource search interface. At the top, there are two tabs: "Providers" and "Group Therapy". Below the tabs, there are several filter buttons: "Specialty", "Availability", "Care types", "Identity preferences", "Accessibility", and "Clear all". The "Specialty" button is highlighted with a red box, and a red arrow points to it from the left. Below the "Specialty" button, a dropdown menu is open, showing a list of "Areas of focus" with checkboxes. The list includes: Abuse (checked), Academic Concerns, Attention Deficit Hyperactivity Disorder (ADHD), Anxiety (checked), Adjustment, Adoption, Aging (checked), Alcohol Use, Anger Management, and Athletic Performance. At the bottom of the dropdown menu, there is a "Confirm selection" button, which is also highlighted with a red box and has a red arrow pointing to it from the right. The background shows a list of search results for providers in San Francisco, with details like "a little support when they get stuck. Let", "only, sliding-scale pricing", "2 mi", "aries with others so that you feel better", "Monday 5 - 6:30 pm weekly", "3 mi", and a provider profile for Michelle Wu with the text "I help people develop better coping strategies from a strength-based perspective."

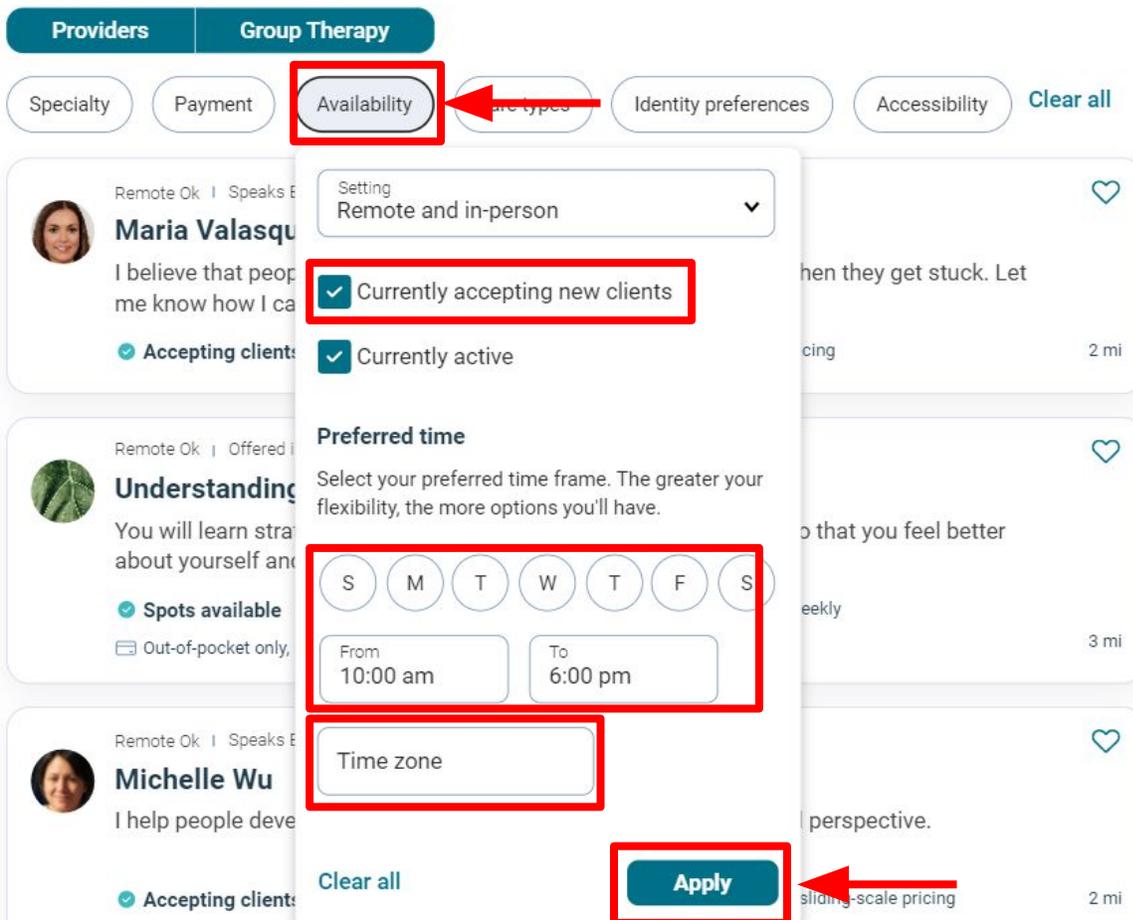
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How can I find a provider whose schedule matches mine?

You can search for a provider who matches your available times by using the “Availability” filter. After completing the search on the homepage, select “Availability” and make sure the “Currently accepting new clients” is checked. Next, specify the days and times that work for you, select your time zone, and click the “Apply” button.

64 care options in San Francisco



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How do I know if a provider is taking on new clients?

To find a provider who is accepting new clients, complete the initial search on the homepage. Next, click the “Availability” button, put a checkmark next to “Currently accepting new clients,” and then click “Apply”.

64 care options in San Francisco

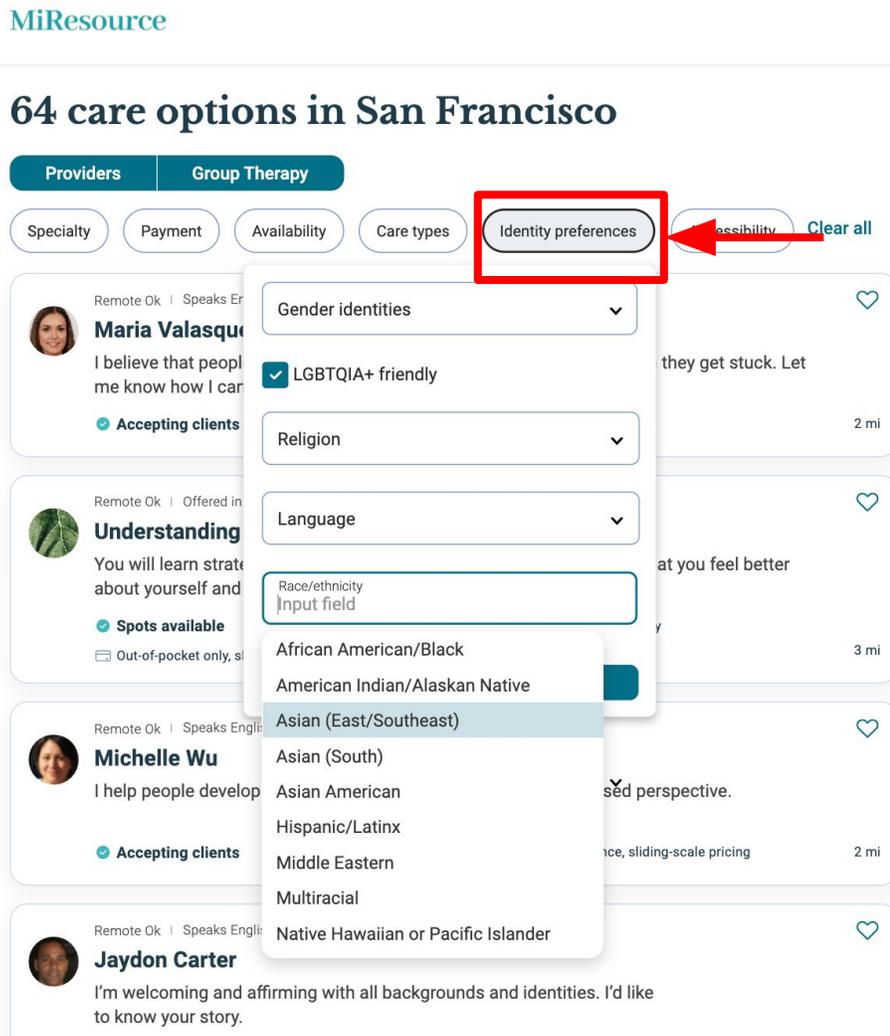
The screenshot shows the MiResource search interface for providers in San Francisco. At the top, there are tabs for 'Providers' and 'Group Therapy'. Below these are filter buttons for 'Specialty', 'Payment', 'Availability', 'Types', 'Identity preferences', 'Accessibility', and 'Clear all'. The 'Availability' button is highlighted with a red box, and a red arrow points to it from the word 'Types'. A dropdown menu is open for the 'Availability' filter, showing options: 'Remote and in-person' (selected), 'Currently accepting new clients' (checked with a red box), and 'Currently active' (checked). Below this is the 'Preferred time' section with a calendar view showing days S, M, T, W, T, F, S and time slots 'From 10:00 am' and 'To 6:00 pm'. At the bottom of the dropdown is a 'Time zone' field and a 'Clear all' button. A red box highlights the 'Apply' button at the bottom right of the dropdown, with a red arrow pointing to it from the right.

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What if I want to see a provider with the same racial identity(ies) as me?

We understand and have made it possible to do this search. Go to “Identity preferences” after you have completed your initial search on the homepage. Click on the drop-down menu for “Race/ethnicity” and choose your identity(ies) by clicking on them. Make sure to click the “Apply” button to save your changes.



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How can I find a provider who will accommodate my mobility issues?

Being able to access your provider’s office is critical, so we have many options for you. After completing the first search on the homepage, select the “Accessibility” button. Click the options important for you and be sure to select the “Apply” button to save your changes.

64 care options in San Francisco

The screenshot shows the MiResource search interface. At the top, there are two tabs: "Providers" and "Group Therapy". Below the tabs are several filter buttons: "Specialty", "Payment", "Availability", "Care types", "Identity preferences", "Accessibility", and "Clear all". The "Accessibility" button is highlighted with a red box and a red arrow pointing to it from the right. Below the filters, a list of providers is visible. The first provider is Maria Valas, the second is Understanding, and the third is Michelle Wu. A modal window is open over the providers, displaying accessibility options. The modal is titled "Entering the practice" and lists several options: "Service animals allowed", "Step-free entry", "Disabled parking spot (8ft/2.4m)", "Door can be opened easily", "Well-lit path to entrance", "Wide doorway", "Flat path to the front door". Below this, the "Communication" section lists "Text-based talk therapy", "Sign language interpreter", "Virtual remote interpreter (VRI)", and "Assisted listening device". The "Getting around" section lists "Wide hallways (36" or 90cm)" and "Braille signage on doors". At the bottom of the modal, there is a "Clear all" button and an "Apply" button. The "Apply" button is highlighted with a red box and a red arrow pointing to it from the right.

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How can I find a provider who takes my insurance?

If you are looking for a provider who takes your insurance, complete the initial search on the homepage. Next, click on the “Payment” button and find your insurance company in the “In-network insurance” drop-down. After you’ve selected your insurance, click the “Apply” button to see results.

64 care options in San Francisco

The screenshot shows the MiResource search results page for "64 care options in San Francisco". At the top, there are two tabs: "Providers" and "Group Therapy". Below the tabs are several filter buttons: "Specialty", "Payment", "Availability", "Care types", "Identity preferences", "Accessibility", and "Clear all". The "Payment" button is highlighted with a red box, and a red arrow points to it from the right. Below the filters, there is a list of provider cards. The first card is partially visible, showing a profile picture and the name "Ma". A modal window is open over the first card, titled "Understand your payment options". The modal contains the text: "To learn more about how insurance works, check out our learning center or contact your insurance provider." and a "Learn more" link. Below the modal, there is a dropdown menu for "In-network insurance" with "Blue Cross Blue Shield" selected. The dropdown is also highlighted with a red box. Below the dropdown are three checkboxes: "Out-of-pocket", "Sliding scale", and "Out-of-network reimbursements". At the bottom of the modal, there is a "Clear all" link and an "Apply" button. The "Apply" button is highlighted with a red box, and a red arrow points to it from the right. The background shows the search results for "64 care options in San Francisco".

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