Finding High Quality Care with Coupe

Coupe's provider tiering system makes it easy to identify high-quality, best-value providers in your community. Providers are ranked based on quality, appropriateness, and efficiency to designate them as green (meets all quality standards), yellow (meets most quality standard), or red (meets some quality standards). Use this guide to help you navigate the provider search tool and compare your options based on quality and cost information.
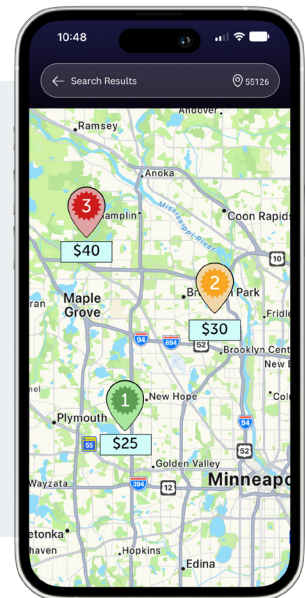
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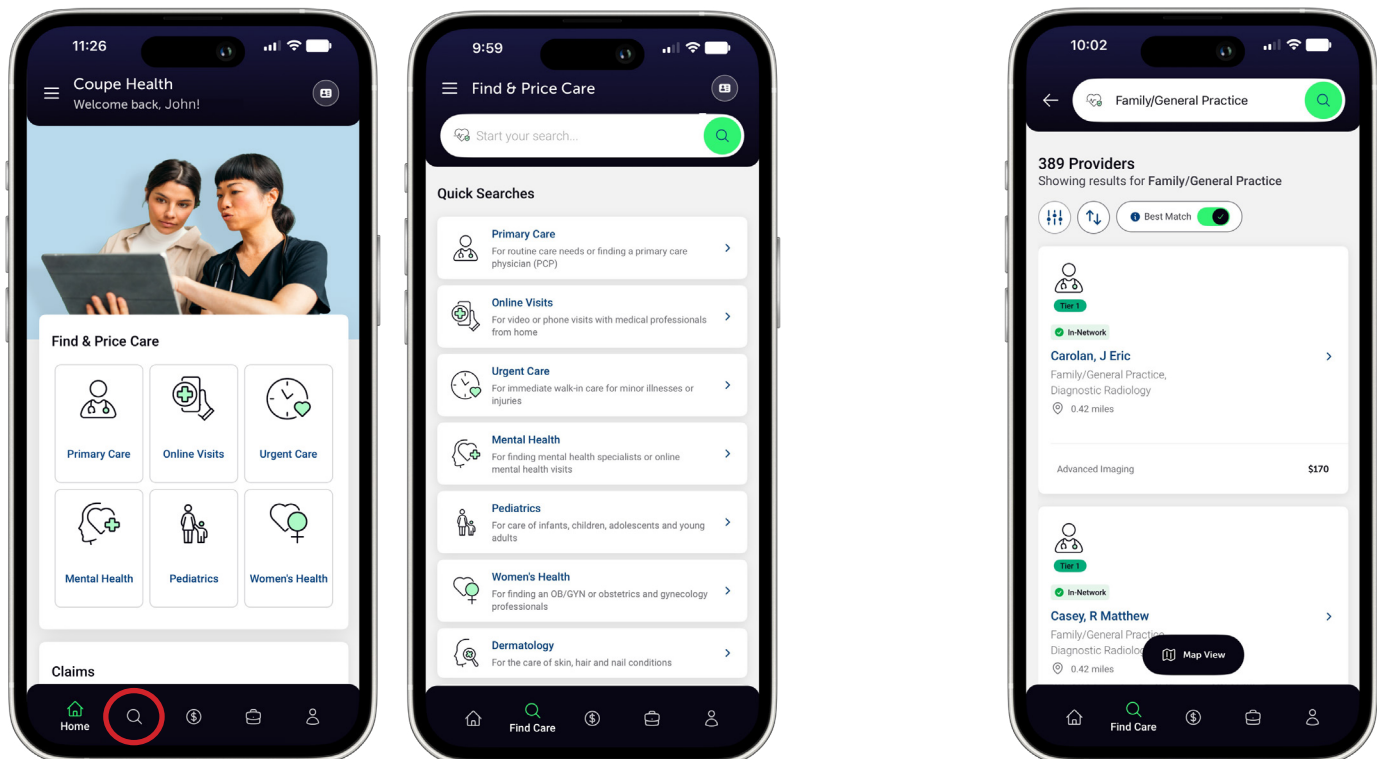
How to find care and view your copay:

1 Log in to your Coupe member portal via the desktop or mobile app.

2 Select 'Find & Price Care' in the navigation bar.

3 Search for care by entering your provider's name, condition, reason for visit, or facility. Then enter your location. Or click on one of the quick search options to get started.

4 Click on individual results to view tier information, copay (out-of-pocket cost) information, and additional details about the provider, program, or facility.
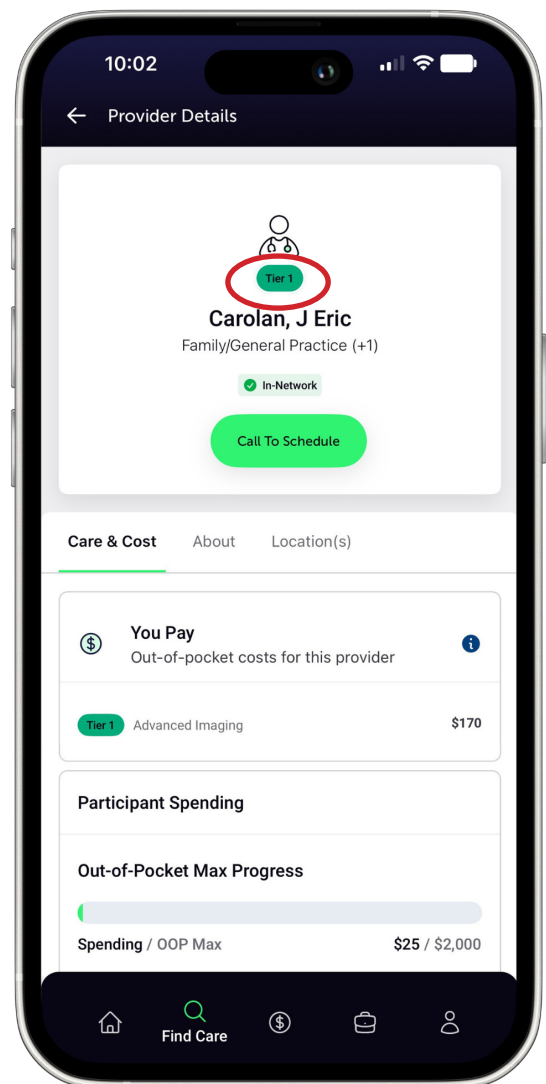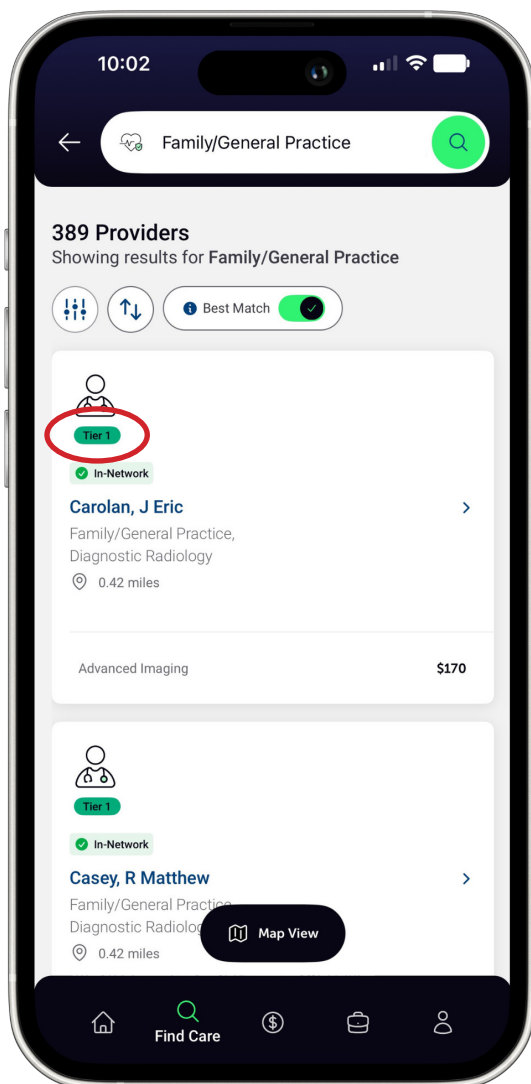
5 Choose a provider based on cost and quality. Your highest quality providers are going to have the lowest copays.
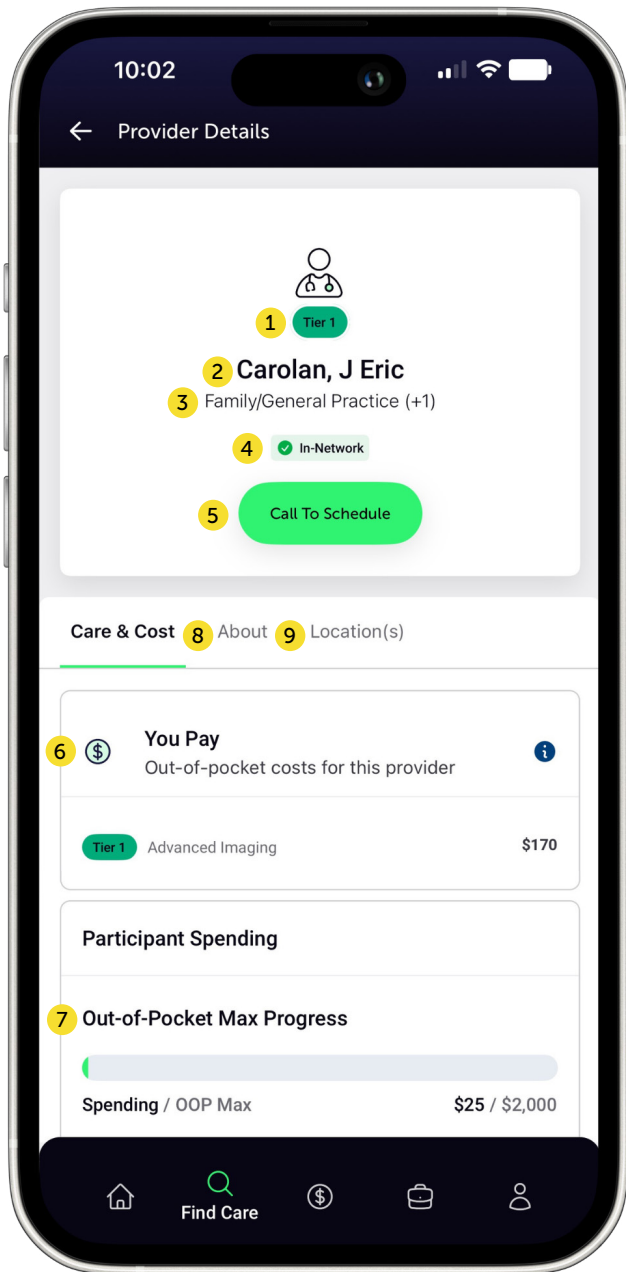
If you need additional help, contact a Health Valet by calling the number on the back of your member ID card.

How to find a tier 1 provider:

1 Follow the instructions from page 2 to begin your search.

2 Providers and programs will display based on your search criteria.

3 Each result will have either a green, yellow, or red indicator letting you know that a provider or is tier 1, 2, or 3.

4 When you see a green indicator you know you're going to get the best quality care at the lowest copay amount.

How to view provider details:

In your search results click on a provider to go to their Provider Details page.

1 **Tier:**
How this provider ranks for quality, appropriateness of care, and efficiency.

2 **Provider name**

3 **Provider specialty**

4 **In-network confirmation:**
In-network providers cost less than out-of-network providers.

5 **'Call to Schedule' button**
Easily contact your provider's office to set up an appointment.

6 **Your copay:**
How much you will be charged (out-of-pocket) for this provider's service.

7 **Out-of-pocket max progress:**
How close you are to reaching your out-of-pocket (OOP) maximum. Once you reach your OOP max, your health plan will start covering the cost for covered care.

8 **About:**
Any public information about the provider including their name, specialty, tier, and gender.*

9 **Location(s):**
Many providers practice at multiple locations. See which location is best for you and view driving directions.

*This is not a requirement for providers so some may not have additional details.

Still have questions?

Contact your Health Valet using the number on the back of your ID card.

coupehealth.com