

How to Locate a Provider with MediVI

To assist you in locating a provider, 6 Degrees Health has developed, MediVI, our provider search tool. You can access this tool by downloading the MediVI app or by visiting medivi.com.

How do I access MediVI?

Download the MediVI app on your phone or visit medivi.com on your desktop.

Scan to Download MediVI



Where do I go to download the app?

The MediVI App is available for download at the Apple and Google App Stores. You can find the app by typing “MediVI” in the store search bar, or by scanning the QR code here.

How do I register for MediVI?

You will need to register using the details on your member ID card (Group number & Member ID number). You will also need to provide your first and last name, date of birth, and zip code on file. After your information has been verified, you can create a login using the email address and password of your choosing.

How do I find my provider in the mobile app?

Begin by entering a valid 5-digit zip code to serve as the starting location for your provider search. You may then narrow the list of providers by searching via text or utilizing the radius, provider type, and accessibility filters located above the list on the app or on the left-hand side of the website.

In MediVI, what does the green “Recommended” badge represent?

Providers with a positive transaction history with 6 Degrees Health will have a solid green “Recommended” badge. Providers that have a direct contract in place to provide service to our members will have an outlined green “Contracted” badge. We encourage you to utilize these providers as we feel confident that there is a low likelihood of having an access issue or additional billing beyond your responsibility under the plan (often referred to as a “balance bill”).

MediVI | Frequently Asked Questions

In MediVI, what does the yellow “Not Recommended” badge represent?

If a provider has a yellow “Not Recommended” badge, there is a chance that the provider could deny access or send a balance bill.

However, this does not mean that you cannot see this provider, it is recommended that you provide your new health plan information to the provider when scheduling. If you experience an access issue when scheduling with any provider, call the number on your ID card and your TPA will be able to assist you.

Do the color badges represent the quality of providers?

Badge color does not indicate the quality of care, only the provider’s willingness to work with your self-funded health plan.

What does it mean if a provider does not have a badge?

If a provider does not have a colored badge, 6 Degrees Health does not have adequate data to identify the provider as recommended or not recommended. This does not mean you cannot go to the provider. It is recommended that you provide your health plan information to the provider when scheduling an appointment to avoid any access or balance bill issues.

What do I do if I cannot find my provider in the MediVI Provider Search?

6 Degrees Health is continuously updating the MediVI Provider Search tool. If you cannot find your provider in MediVI, this does not mean you cannot seek care from them. Prior to receiving your medical service, contact your provider directly to determine if they accept your health plan. If you experience an access issue, call the TPA Customer Service number listed on your ID card.

I’ve found a provider, now what should I do?

The MediVI app will provide the contact number for the provider. Reach out to the provider to schedule an appointment. Please always confirm the provider’s address as they may have multiple offices.