TruConnect ChamberCare Online Directory

Step-by-Step Member Guide

Audience: Members
Purpose: Show how to find in-network providers and facilities using the TruConnect ChamberCare directory.
Last updated: August 13, 2025

Before You Start

- Use a modern web browser (Chrome, Edge, Safari, Firefox).
- Have your ZIP code handy.
- Tip: Results reflect the network selected. Make sure **TruConnect ChamberCare** is chosen before searching.

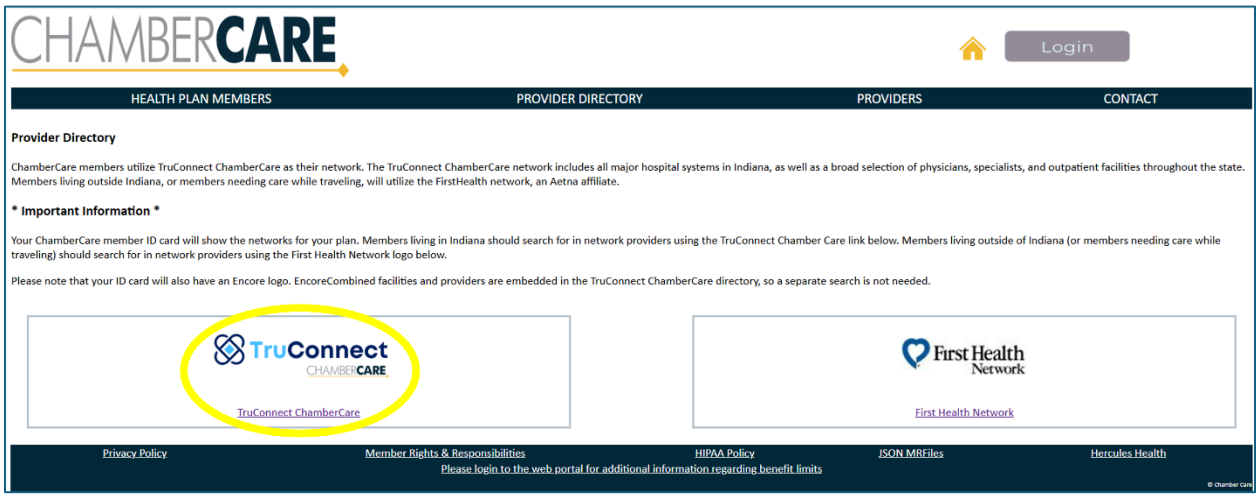
Contents

TruConnect ChamberCare Online Directory 1
Step-by-Step Member Guide 1
Before You Start 1
A. Access the Directory 2
B. Find an In-Network Provider 3
B1. Search by Location (Provider) 3
B2. Search by Provider Name 4
C. Find an In-Network Facility 5
C1. Search by Location (Facility) 5
C2. Search by Facility Name 7
D. Troubleshooting & Tips 9
E. Member Services – We're Here to Help 9

A. Access the Directory

1. Go to **www.ChamberCare.org**.
2. Click **Provider Directory** to open the TruConnect ChamberCare search tool.
3. On the next page, click TruConnect ChamberCare

ChamberCare.org homepage – select Provider Directory.



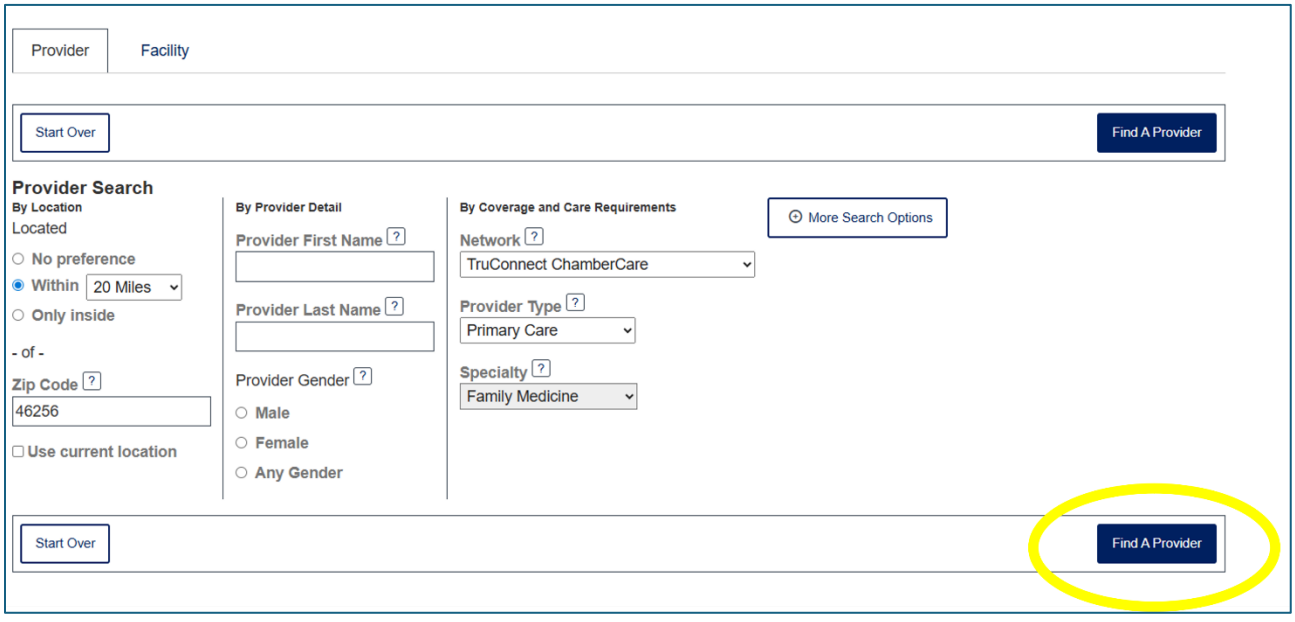
TruConnect ChamberCare should be selected

B. Find an In-Network Provider

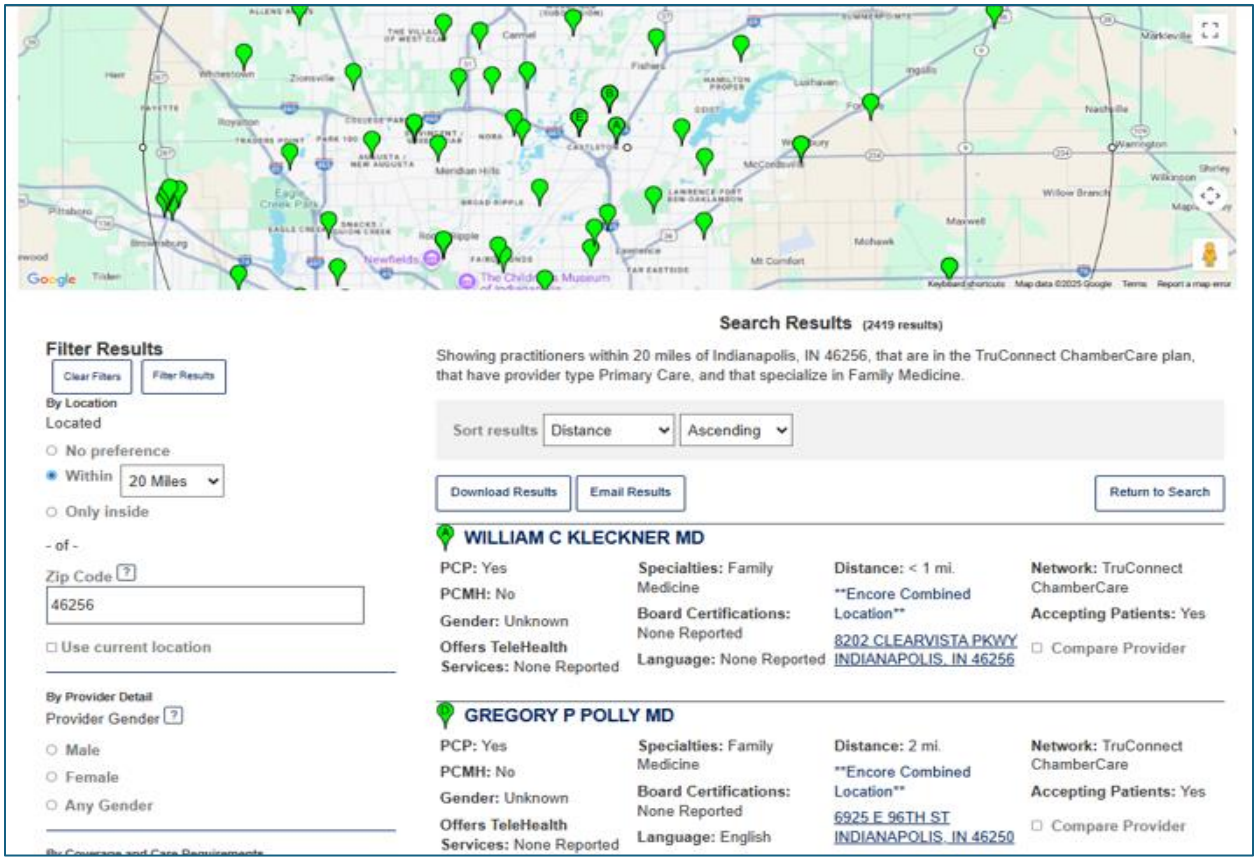
You can search **by location** or **by provider name**.

B1. Search by Location (Provider)

1. On the directory page, ensure the **Provider** tab is selected.
2. Confirm **Network** is **TruConnect ChamberCare**.
3. Enter your **ZIP code** (example: **46256**).
4. Choose a **mile radius** (example: **20 miles**).
5. Under **Provider Type**, choose **one of the options listed.**
6. Under **Specialty**, choose or the specialty you need.
7. Click the blue **Find a Provider** button.
8. Review results: **name, specialty, address, phone, accepting new patients**.
9. Sort results by **Distance, Name, Specialty,** or **Medical Group** (ascending/descending).
10. **Download** results as a PDF or **Email** them to yourself.
11. Use **left-side filters** to refine (distance, specialty, etc.).
12. Use the **map** at the top to view locations and select a provider from a pin.



Provider search form showing ZIP 46256, 20-mile radius, Primary Care, Family Medicine.

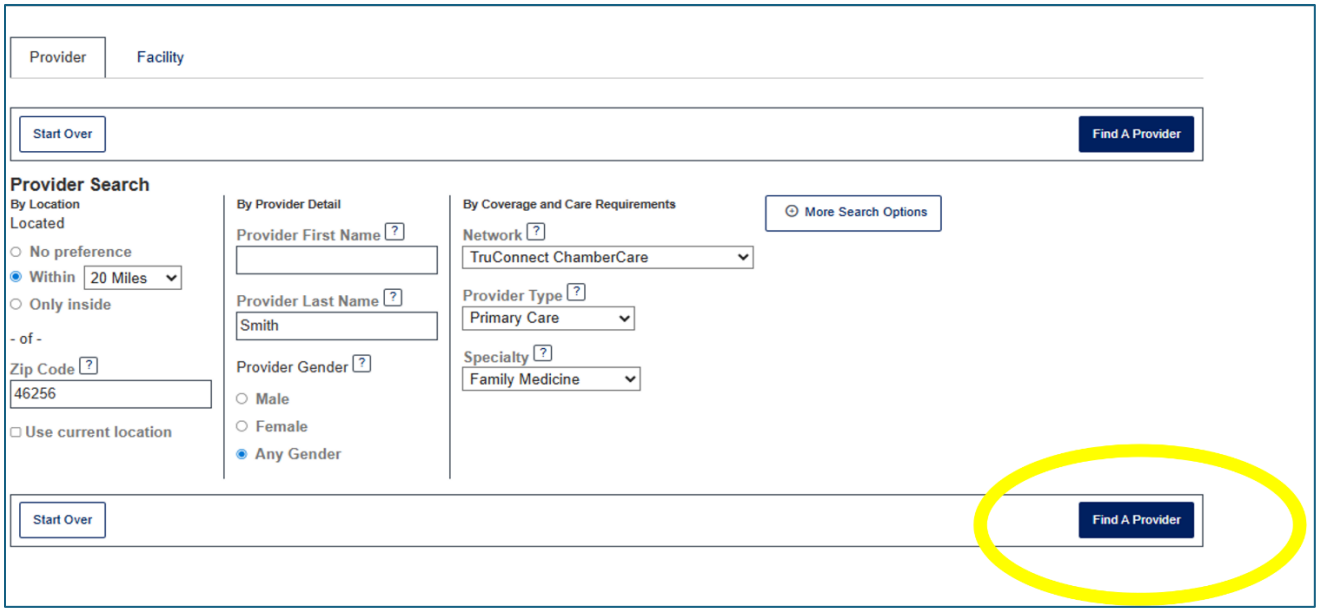


Provider results with sort, map, and download/email options.

Tip: Not seeing many results? Increase the radius or try a neighboring ZIP code.

B2. Search by Provider Name

1. Click your browser's **Back** arrow to return to the main search screen (or use the directory's Home link).
2. Enter your **ZIP code** and **mile radius**.
3. In **Name**, enter the provider's **first and/or last name** (example: *Smith*).
4. (Optional) Choose **Gender** or leave **Any Gender**.
5. Confirm **Network** is **TruConnect ChamberCare**.
6. Choose **Provider Type** (example: **Primary Care**).
7. Click **Find a Provider**.



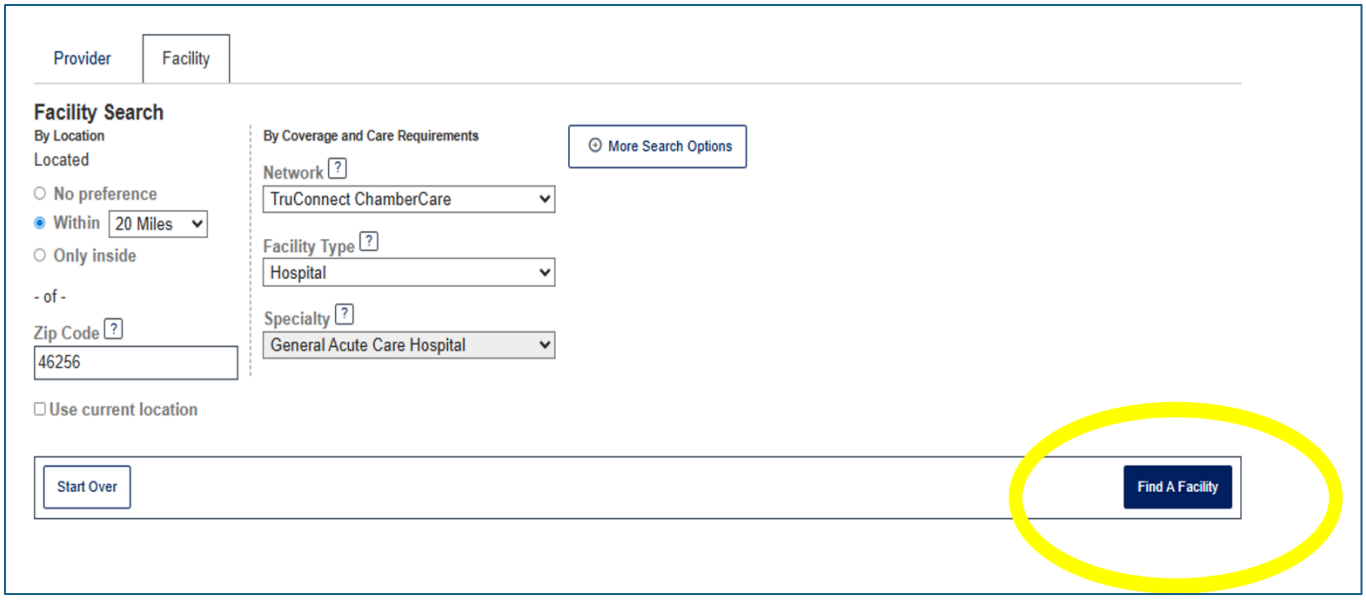
Searching by provider name.

C. Find an In-Network Facility

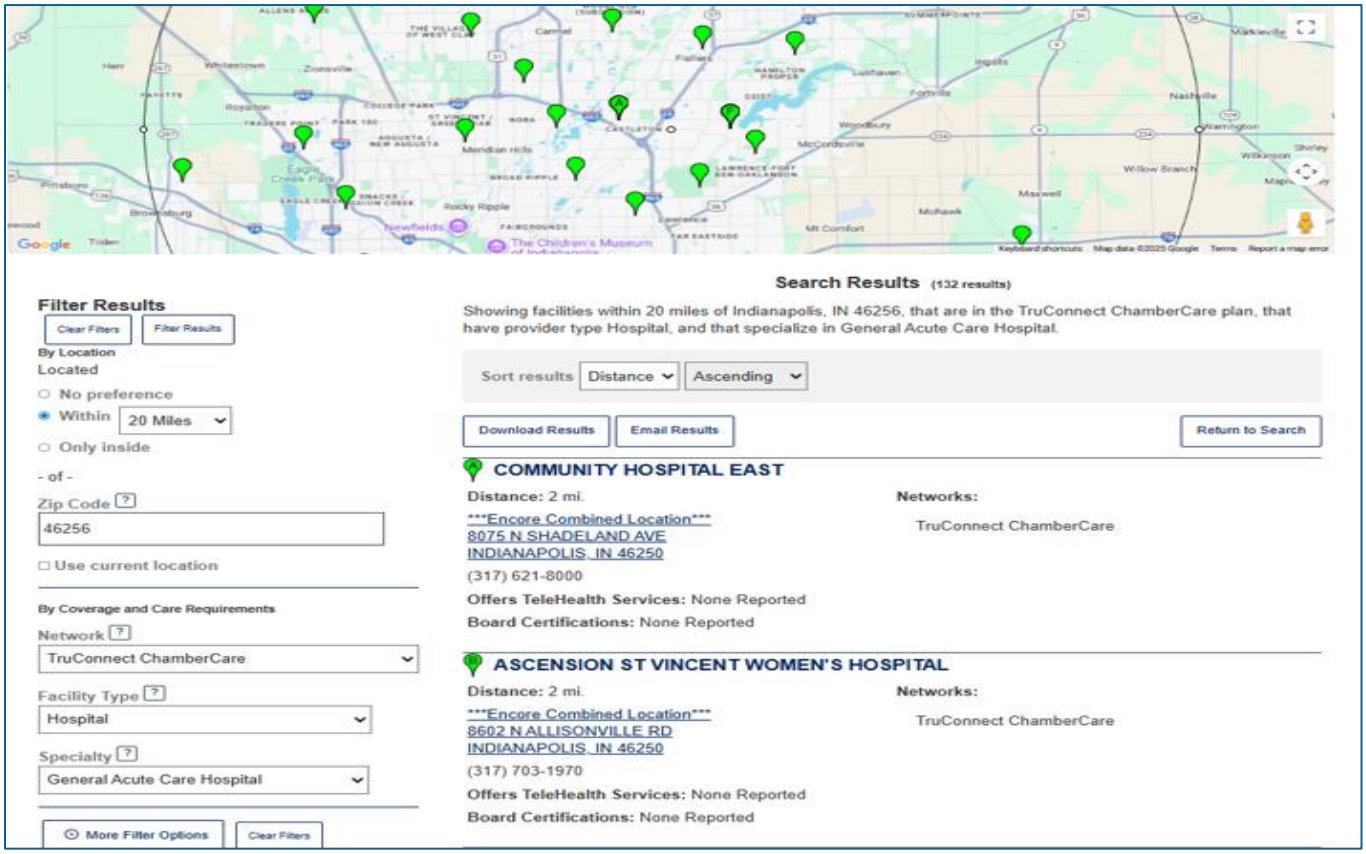
You can search **by location** or **by facility name**.

C1. Search by Location (Facility)

1. Select the **Facility** tab at the top of the directory.
2. Confirm **Network** is **TruConnect ChamberCare**.
3. Enter your **ZIP code** (example: **46256**).
4. Choose a **mile radius** (example: **20 miles**).
5. Select a **Facility Type**
6. (Optional) Choose a **Specialty**
7. Click the blue **Find a Facility** button.
8. Review results: **facility name, address, phone, distance**.
9. Sort, **download**, **email**, and use the **map** just like in provider search.
10. Use **left-side filters** to narrow the list.



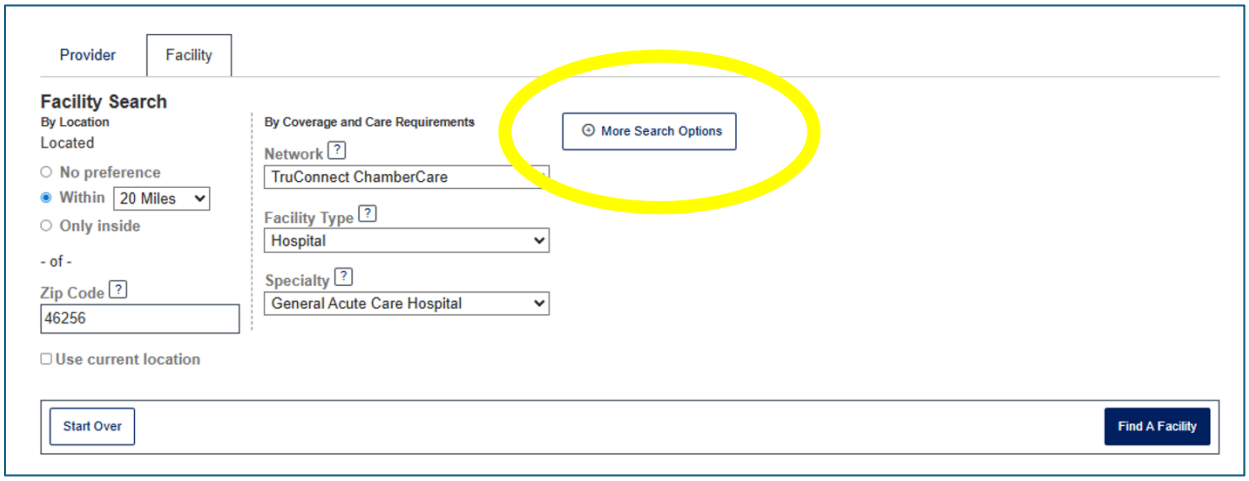
Facility search form showing Hospital and General Acute Care Hospital.



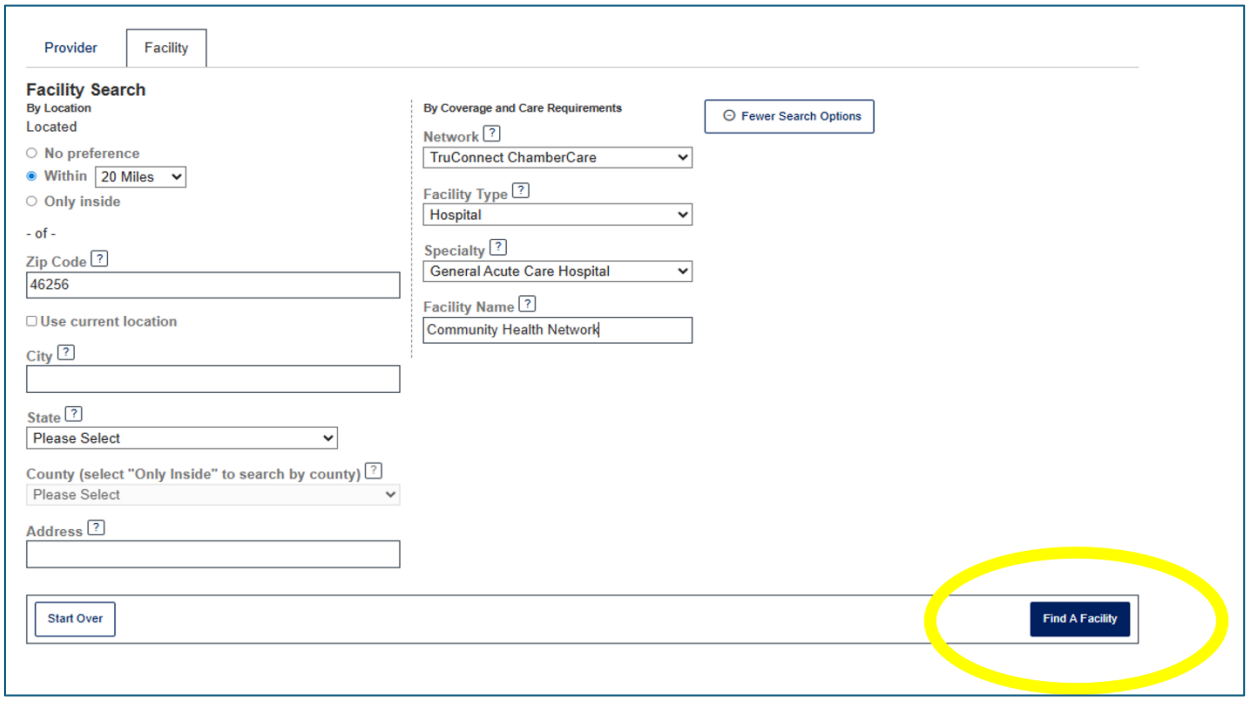
Facility results with sorting and download options.

C2. Search by Facility Name

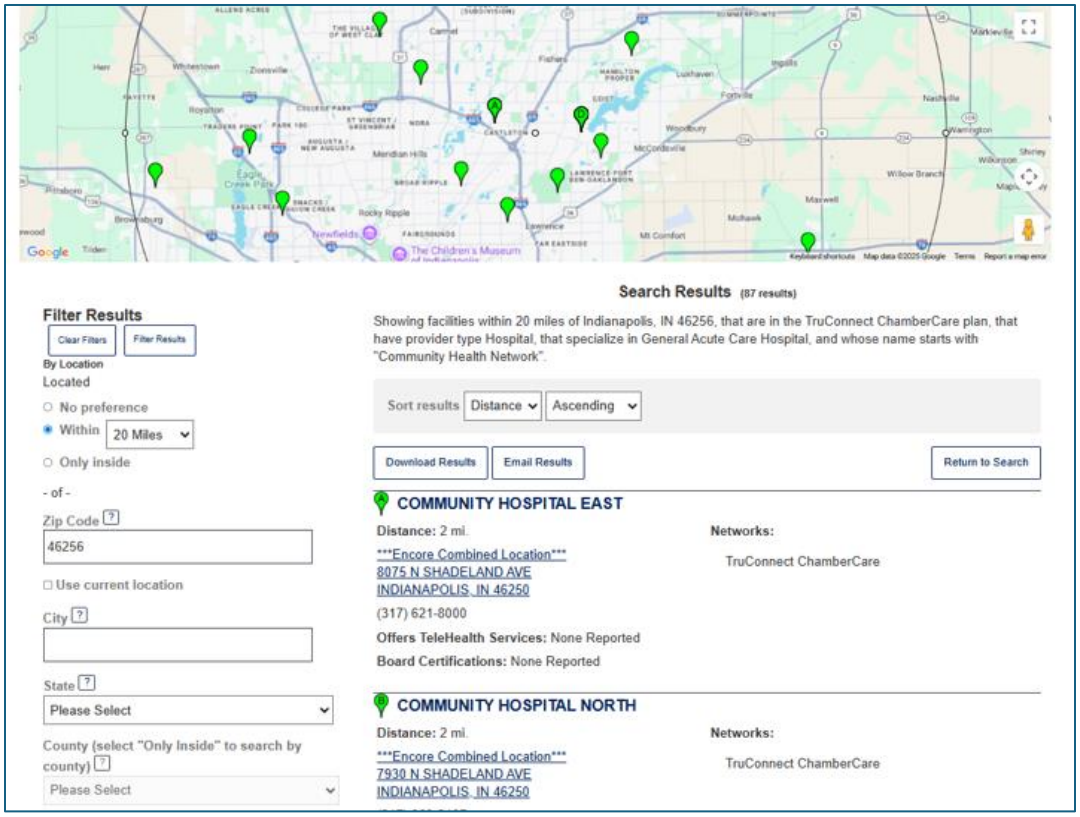
1. Click the **Back** arrow to return to the main search page.
2. Enter your **ZIP code** and **mile radius**.
3. Click **More Search Options**.
4. Choose **Facility Type** (example: **Hospital**).
5. (Optional) Choose a **Specialty**.
6. In **Facility Name**, enter the name (example: **Community Health Network**).
7. Click **Find a Facility**.



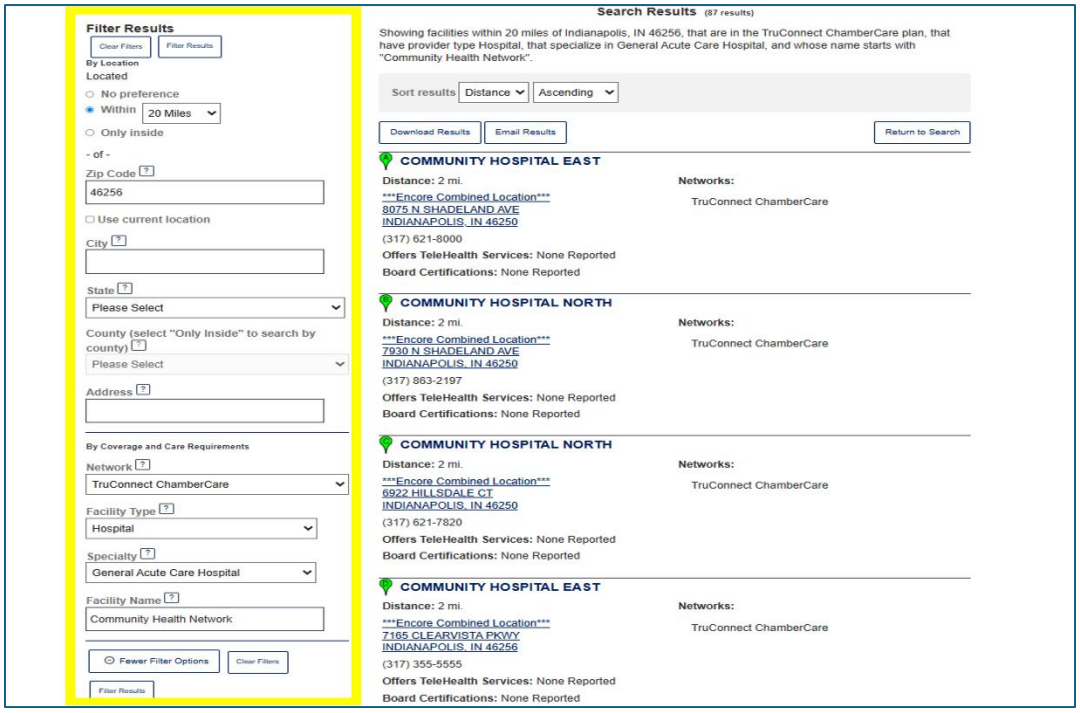
Searching for a facility by name- More Search Options expanded, Facility Name field completed.



Searching by a zip code, facility type, specialty, and facility name.



Facility results.



Further search options shown on the left side of the results page.

D. Troubleshooting & Tips

- **No results?** Increase the radius, try a nearby ZIP code, or broaden the specialty.
- **Spelling matters:** For names, try partial entries (e.g., “John” or “Smi”).
- **Network check:** Verify **TruConnect ChamberCare** is selected.
- **Call ahead:** Use the phone number in results to confirm the provider is accepting new patients and participates in the network at the time of your visit.
- **Emergency care:** In an emergency, call 911 or go to the nearest ER. The directory is for non-emergency searches.

E. Member Services – We’re Here to Help

- **Phone:** 317-816-5171
- **Toll-Free:** 844-644-3004
- **Email:** Member.Services@chambercare.org