



Blue Care
Network
of Michigan

Choose a primary care physician with confidence

HMO

EDUCATE

ENGAGE

EMPOWER



With a Blue Care Network HMO plan, you're required to select a primary care physician.

You want the best care. And with Michigan's large network of health care providers, we give you plenty of choices — as well as the capabilities to help you make informed decisions when selecting your primary care physician.

The primary care physician you select will coordinate your care, including wellness visits, routine screenings and nonemergency illnesses such as earaches and sore throats. He or she will also be the person who will arrange your care, including lab tests, specialty and hospital visits.

If you don't select a primary care physician within the first 90 days of your plan, one will be selected for you.

Your member account at bcbsm.com will let you easily:

- **Compare** doctors and facilities within your plan's network.
- **Select** your primary care physician.
- **Evaluate** quality reports.
- **Check** office hours, locations, specialties, the types of spoken languages and hospital affiliations.

Begin your search

Even if you're currently not a Blue Care Network member, you can still look up a primary care physician. You can search for a doctor at bcbsm.com/find-a-doctor. You'll need to select the Blue Care Network plan your employer is offering you.

Search by location, a doctor's name or the term "primary care physician."

You'll get a list of health care providers based on your criteria. Choose a provider's name to view his or her profile. You can compare up to five providers side by side.

Your Blue Cross member account will make your doctor selection easy

Once you're enrolled and receive your ID card, you'll be able to register for your Blue Cross member account at bcbsm.com/register. Or, text **REGISTER** to **222764**.* Use your account to easily select or change your primary care physician.



You'll also be able to select your doctor using the Blue Cross mobile app. It's available by searching **BCBSM** on the App Store® and Google Play™. Or, text **APP** to **222764** to get the download link.*

*Message and data rates may apply. Visit bcbsm.com for our Terms and Conditions of Use and Privacy Practices.

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5 TIPS for selecting your Blue Care Network primary care physician

Once you're enrolled, each member of your family can select a primary care physician. You also can choose a pediatrician as your child's primary care physician.* Feel confident you're selecting one who meets your needs and standards with these tips:

- 1 Determine which doctors are in your plan's network.**

Selecting an in-network primary care physician will help you avoid a surprise out-of-network charge or having to pay in full because the doctor you selected doesn't accept your plan.
- 2 Find a doctor with expertise that meets your health needs.**

Search for Family Practice, Internal Medicine or General Practice to narrow your results. Check that primary care provider is listed under the doctor's profile. Is your primary care physician a patient-centered medical home doctor? These doctors lead a team to care for your whole health and help you meet your health goals. They might help you quit smoking, control your diabetes or lose weight.
- 3 Think about logistics.**

Consider if you want a doctor located close to your home or work, what office hours they keep and if they're accepting new patients at this time. Many primary care doctors are now offering virtual visits online or by telephone, so ask yours if he or she provides this service. Find out which hospital the doctor admits his or her patients.
- 4 Look up quality reports.**

Quality reports and patient ratings can tell you a lot about a doctor. Check if your doctor is part of Blue Distinction Total Care. These doctors focus on the quality of your personalized care, including prevention and your overall wellness. What overall rating did your doctor receive from other patients? Look what patients say about scheduling appointments, wait times and their visit with your doctor.
- 5 Schedule an office visit.**

Talk to your doctor about your medical history, medications and any current conditions. Notice how well your doctor listens and responds to you. Also consider the office environment. Was the staff friendly and helpful? Was your appointment on time? You can change your doctor anytime throughout the year — and easily with your Blue Cross member account. Be sure to register for your account, once you become a Blue Care Network member and receive your BCN ID card.

*Remember when your dependent is a soon to be or recently turned adult, they should choose a new primary care physician when they're no longer seeing their previously selected pediatrician.

