Your primary care physician: Your Blue Care Network connection to care

Why a primary care physician?
Selecting a primary care physician is an important first step to a healthier lifestyle. This is the person you think of as your doctor who will become your partner in maintaining your good health.

For care to be covered or cost you the least, we must have a primary care physician on file for you and everyone on your contract.

Connect to care
Primary care starts with regular checkups, health screenings and immunizations. It includes treatment for illness, injury and chronic conditions, like a heart condition or asthma. Your doctor also arranges for specialty care, lab tests and hospitalization.

You have choices
Each member of your family can select a primary care physician, or you can choose one for your whole family. You may choose an M.D. (medical doctor) or a D.O. (osteopathic doctor) from one of these categories:

- **Family medicine and general practice**: Practitioners who treat patients of all ages, from newborns to adults
- **Internal medicine**: Internists trained to identify and treat adult and geriatric medical conditions
- **Internal medicine/pediatrics**: Physicians trained in internal medicine and pediatrics who treat infants, children, adolescents and adults
- **Pediatrics**: Pediatricians who treat infants, children and adolescents 18 years and younger

How to choose a primary care physician
With thousands of qualified primary care physicians in our network, how do you decide?

Start with convenience. Search for doctors by county and city at [bcbsm.com/find-a-doctor](http://bcbsm.com/find-a-doctor). You can also search for a doctor by hospital affiliation and extended office hours.

If you want more information, call the doctor’s office or BCN Customer Service. Here are some questions to ask:

- Is the doctor in my plan?
- How many years has the doctor been in practice?
- What languages are spoken in the office?

BCN Advantage℠ is an HMO and HMO-POS plan with a Medicare contract. Enrollment in BCN Advantage depends on contract renewal.
Making changes
To change your primary doctor, log in to your member account at bcbsm.com, Click Doctors & Hospitals in the navigation menu, then click Primary Care Physicians from the drop-down menu.
You also change your doctor using the Blue Cross mobile app.
Or call Customer Service at 1-800-662-6667, and we’ll help you.

For more information
Call the Customer Service number on the back of your member ID card (TTY: 711).