Blue Care Network of Michigan

A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association

Choose a primary care physician with confidence

EDUCATE ENGAGE EMPOWER

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

You want the best care. And with Michigan's largest HMO 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.

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

- **Compare** doctors and facilities within your plan's network.
- **Determine** health care providers who are near you and accept your plan.
- **Evaluate** quality reports.
- **Check** office hours, locations, specialties, the types of spoken languages and hospital affiliations.

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

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**. 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** from any device. 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™.

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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. 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.

Source: Blue Cross and Blue Shield Association

We speak your language

If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 877-469-2583 TTY:711، إذا لم تكن مشتركا بالفعل.

如果您，或是您正在協助的對象，需要協助，您有權利免費以您的母語得到幫助和訊息。要洽詢一位翻譯員，請撥在您的卡背面的客戶服務電話；如果您還不是會員，請撥電話 877-469-2583, TTY: 711。

ܟܝ ܟܬܘܒܐ، ܢܝ ܢܕ ܦܢܝ ܦܩܗ ܡܬܝܡܢܘܬܐ ، ܗܝܡܢ ܒܗܦ ܡܢܝܢܐ، ܟܬܘܒܐ ܟܒܠܟܝܬܐ ܡܬܝܡܢܘܬܐ ܕܦܠܒܗܦ ܡܢܝܢܐ ܡܬܝܡܢܘܬܐ ܕܠܝܩܢܬܝܬܐ ܕܠܗ ܠܒܬܗ. ܠܡܡܠܠܐ ܥܡ ܢܕ ܡܬܪܓܡܢܐ، ܡܢܦ ܥܠ ܡܠܒܦ ܡܝܬܗ ܕܟܬܒܐ ܥܠ ܦܬܝ ܟ ܡܬܝܡܢܘܬܐ ܕܠܝܩܢܬܝܬܐ ܢܝ 877-469-2583 TTY:711 ܟܝ ܩܠܗ ܠܒܬܗ ܡܬܩܝܡ.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar.

만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আপনার, বা আপনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাওয়ার অধিকার আপনার রয়েছে। কোনো একজন দোভাষীর সাথে কথা বলতে, আপনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইতোমধ্যে আপনি সদস্য না হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujecie pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要とされる方でご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合はお持ちのカードの裏面に記載されたカスタマーサービスの電話番号 (メンバーでない方は877-469-2583, TTY: 711) までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства.

Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at *https://ocrportal.hhs.gov/ocr/portal/lobby.jsf*, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at *http://www.hhs.gov/ocr/office/file/index.html*.