# What to do if your specialist isn't in your plan's network

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You've selected your primary care physician, but then you discover that one of your current specialists doesn't participate in your new plan's network. So what now?

To continue receiving health care services from a specialist who isn't in your plan's network or leaves BCN, one of these situations must apply to you:

- You're receiving an ongoing course of treatment and changing specialists would interfere with recovery. Care may continue through the current course of treatment – up to 90 days.
- You're in the second or third trimester of pregnancy. Care may continue through delivery.
- You have a terminal illness. Care may continue for the remainder of your life.

You must select a Blue Care Network primary care physician who participates in your plan's network to be eligible for continuity of care with a specialist.

## Submitting a request for continuity of care

To request continued care from your specialist, **your request must be submitted within the first 90 days following your plan's effective date or within 90 days of your specialist leaving BCN.**

Once we receive your request, we'll provide you and your doctor with a written notification regarding the status.

To submit a request, call the Customer Service number on the back of your Blue Care Network ID card.

Blue Care Network

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