

# Your primary care provider: Your Blue Care Network connection to care

**FYI**

FOR YOUR INFORMATION

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## Why a primary care provider?

Selecting a primary care provider is an important first step to a healthier lifestyle. This is the person 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 provider on file for you and everyone on your contract. If we don't have one on file for you and other members on your contract, we'll assign one. We'll mail you a letter with the details if we do.

## Connect to care

Primary care starts with regular checkups, health screenings and immunizations. It includes treatment for illness, injury and chronic conditions, such as a heart condition or asthma. Your doctor also arranges for specialty care, lab tests and hospitalization. And your doctor can also write and renew your prescriptions.

### You have choices

Each member of your family can select a primary care provider, 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 practice** – can treat members of all ages, newborns to adults.
- **Geriatrics** – can treat members 50 and older.
- **Internal medicine** – can treat members 14 and older.
- **Internal medicine and pediatrics** – trained internists and pediatricians who can treat both children and adults.
- **Pediatrics\*** – can treat members to age 21.

\*Your dependent needs to choose a primary care provider when they age out of their pediatrician's practice..



## How to choose a primary care provider

With thousands of qualified primary care providers in our network, how do you decide?

Start with convenience. Log in to your Blue Cross member account and search for doctors by county and city at [bcbsm.com](https://bcbsm.com). 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 Customer Service at the number on the back of your BCN member ID card. 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?

## Using your Blue Cross member account

To search for doctors or to change your primary care provider, log in to your member account at [bcbsm.com](https://bcbsm.com). Select *Doctors & Hospitals* in the navigation menu, then select *View or Change PCP* from the drop-down menu.

You can also change your doctor using the Blue Cross mobile app.

Or call Customer Service at **1-800-287-4103**, and we'll help you.

## For more information

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