



Blue Care  
Network  
of Michigan

# Choose a primary care provider with confidence

HMO

EDUCATE

ENGAGE

EMPOWER



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

You want the best care. With Michigan's large network of health care providers, we give you plenty of choices — as well as the information you need to select your primary provider.

Your doctor will coordinate your care, including wellness visits, screenings and nonemergency illnesses such as earaches and sore throats. He or she will also be the one to arrange your care, including lab tests as well as specialty and hospital visits.

If you don't select a primary care provider, one will be selected for you within the first 60 days of your plan.

Your online member account at [bcbsm.com](https://bcbsm.com) will let you easily:

- **Compare** doctors and facilities within your plan's network.
- **Select** your primary care provider.
- **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 provider.

1. Go to [bcbsm.com/find-a-doctor](https://bcbsm.com/find-a-doctor).
2. Click the link [Search without logging in](#).
3. Click [Choose a location](#).
4. Enter an address, city or zip code, or click [Use my current location](#)
5. Next to [Plan](#), select [All Plans](#).
6. Select [Find a Different Plan](#) and then [Employer Group Plans](#).
7. Scroll down to select the [Blue Care Network HMO Plan](#) your employer is offering you.
8. You may select a category of providers to search from, or click the magnifying glass icon to search for individual practices.
9. Once the search results are displayed, click on any of the provider links listed for more details.

**Note:** Only doctors with the label [Primary Care Provider](#) listed under their name can be selected as your primary care provider of choice once you enroll. If this is a new doctor for you, check to make sure that they're accepting new patients and are in your plan's network.

### Your online member account will make your doctor selection easy

Once you're enrolled, activate your online member account at [bcbsm.com/register](https://bcbsm.com/register). Or, text REGISTER to 222764.\* Use your account to select or change your primary care provider.



You'll also be able to select your primary provider using our mobile app. Search "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](https://bcbsm.com) for our [Terms and Conditions of Use](#) and [Privacy Practices](#).

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## 5 TIPS to consider when selecting a primary care provider

Once you're enrolled, each member of your family can select a primary care provider. You also can choose a pediatrician as your child's primary care provider.\* 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 provider is important. You'll be responsible for the entire cost of health care services that you receive from an out-of-network primary provider.
- 2 **Find a doctor with expertise that meets your health needs.**  
Family doctors, pediatricians, and internists are all considered primary care providers. If you want to work with a primary provider who's specially trained in a particular medical condition, such as diabetes, check to see if the doctor is board-certified in that area. Board certification is an extra step doctors can take to verify their expertise in a particular field.
- 3 **Think about logistics.**  
Consider if you want a primary care provider located close to your home or work, what office hours they keep and if they're accepting new patients at this time. Many of them 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 primary care provider is part of Blue Distinction® Total Care. These doctors focus on the quality of your personalized care, including prevention and well-being. What overall rating did your doctor receive from other patients? Look what patients say about scheduling appointments, wait times and their visit with the doctor.
- 5 **Schedule an office visit.**  
Talk to your doctor about your medical history, medications and any current conditions. Notice how well he or she 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 primary care provider throughout the year — and easily with your online member account. Be sure to activate it once you enroll in a Blue Care Network health plan.

\*When your child is a soon-to-be or recently-turned adult, they should choose a new primary care provider in place of their previously selected pediatrician.

Source: Blue Cross and Blue Shield Association

