

How referrals work for Blue Care Network members in Mid-, West and Northern Michigan

FYI

FOR YOUR INFORMATION

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Your doctor is your health partner

Your primary care provider who provides or coordinates your care.

How your primary care provider coordinates care

When you need specialty care, your PCP identifies the appropriate BCN specialist. Your doctor gets in touch with the specialist to start the process. Occasionally, you may be the one taking the order from one doctor's office to another.

When your doctor needs to contact BCN

In most instances, your PCP doesn't need to contact BCN when referring you for specialist office visits, urgent care services, routine radiology and laboratory services. However, there are some situations when your doctor must contact us:

- You need specialty care for certain services, such as high-tech radiology and weight-loss surgery.
- You're from Mid-, West or Northern Michigan (see side two for the counties in these regions), and your PCP isn't affiliated with a provider group in your region.
- You're from Mid-, West or Northern Michigan and you need to see a specialist who isn't associated with a provider group in your region.
- You're new to BCN but need to continue seeing a specialist who isn't in your plan's provider network.
- You need to see a specialist who isn't in your plan's provider network.

Requirements for chiropractic services

Your PCP doesn't need to contact BCN when referring you for chiropractic office visits. However, the chiropractor must contact BCN for prior authorization before providing manipulation or physical medicine services.

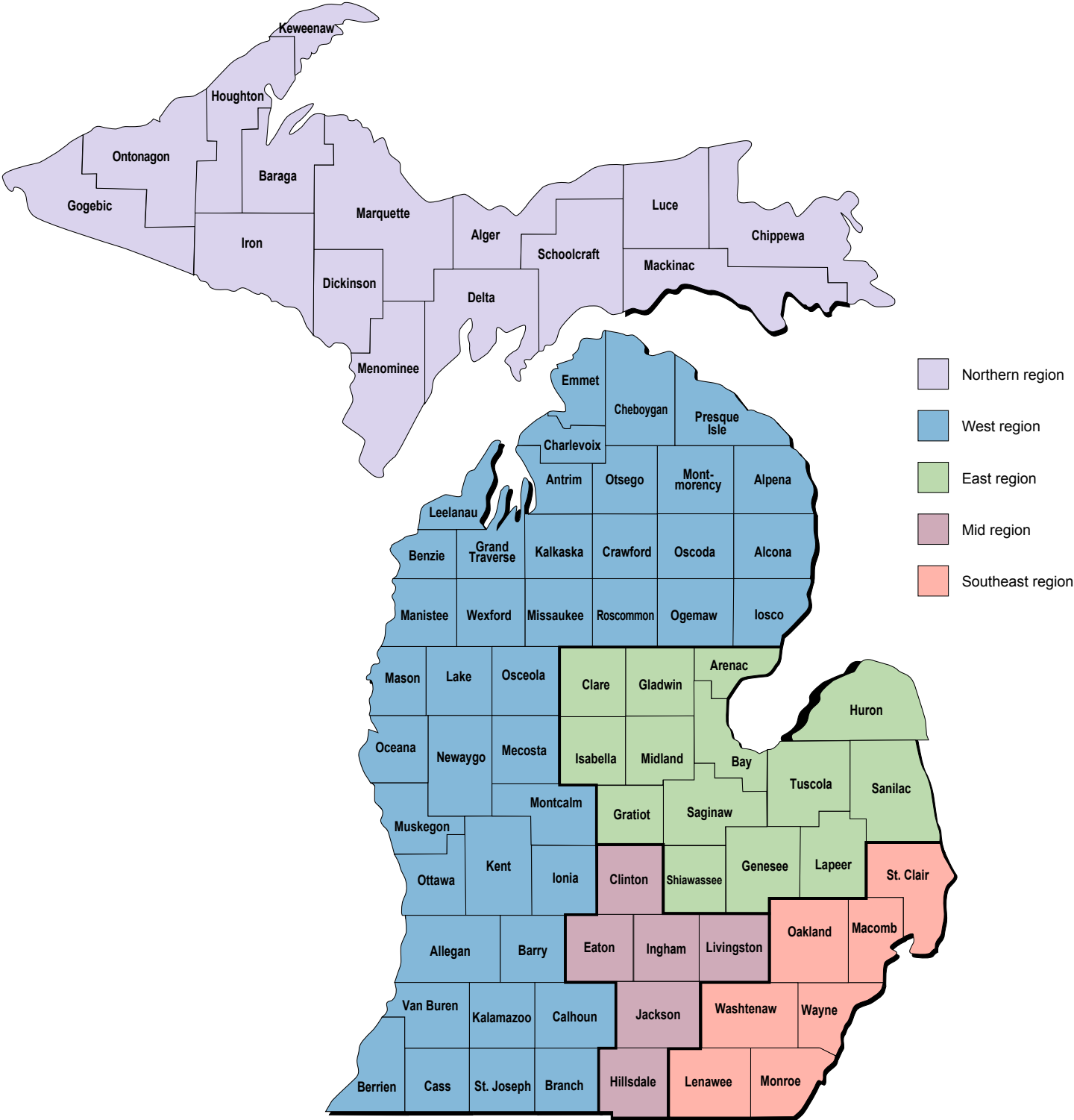
For more information

Call the Customer Service phone number on the back of your member ID card. Representatives are available between 8 a.m. and 5:30 p.m. Monday through Friday.

The information included in this document doesn't apply to Medicare members.



Blue Care Network regions



Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.