

FIND A BLUE CARE NETWORK (BCN) PRIMARY CARE PHYSICIAN (PCP)

1. Go to the Blue Cross Blue Shield website – www.bcbsm.com.
2. On the left-hand side of the homepage, click on the blue “Find a Doctor” box

The screenshot shows the Blue Cross Blue Shield of Michigan website homepage. The browser address bar displays <http://www.bcbsm.com/>. The navigation menu includes links for Find Plans, Health Insurance 101, For Members, About Us, and Help. A large blue arrow points to the "Find a Doctor" button in the left-hand navigation menu. The main content area features a large banner with the text "You might still be able to get 2016 coverage. Find your plan" and a photo of a woman and child. Below the banner are three promotional tiles: "Download our mobile app", "Make your health savings account work for you", and "Get 24/7 care with online doctor visits". The system tray at the bottom shows the date and time as 12:59 PM on 10/3/2016.


3. Click on the "Get Started" button.

The screenshot shows a web browser window with the URL <http://www.bcbsm.com/index/find-a-doctor.html>. The page header includes the Blue Cross Blue Shield of Michigan logo, navigation links (HOME, EMPLOYERS, AGENTS, PROVIDERS), and a search bar. A blue navigation bar contains links for Find Plans, Health Insurance 101, For Members, About Us, Help, and a LOGIN button. A notification box at the top indicates that the user is using an older version of Internet Explorer.

Find a Doctor

Quick Search

Jump right in and search for a doctor or hospital near you.




- ✓ Search for a doctor or hospital
- ✓ Read reviews about doctors
- ✓ See doctor and hospital quality scores
- ✓ Search for a primary care physician

Learn how to find which plan you have.

Detailed Search

Take advantage of more features by logging in.



- ✓ Search for a doctor or hospital with results personalized to your health plan
- ✓ Read and write reviews about doctors
- ✓ See doctor and hospital quality scores
- ✓ Select a primary care physician (HMO only)
- ✓ See cost estimates (excluding Medicare)

- + Pharmacy, dental and vision
- + Other directories
- + Traveling? Find out how to get care
- + What is a specialist?
- + FAQs for Customers Considering HMO Coverage

The task is to click on the "GET STARTED" button, which is highlighted by a blue arrow.

4. You'll be directed to a page that asks you to choose a health plan, to choose a location, and to choose a doctor, hospital name or specialty.
- Click the arrow in the "Choose a health plan" box.

The screenshot shows a web browser window with the URL <https://bcbsm.healthsparq.com/healthsparq/public/#/one/city%3DDetroit%26state%3DI>. The page header includes the Blue Cross Blue Shield Blue Care of Michigan logo and navigation links for Home and Settings. The main content area features a search interface with the following elements:

- Choose a health plan:** A dropdown menu currently set to "All Plans". A large blue arrow points to this dropdown.
- Location:** A text input field containing "Detroit, MI".
- Search:** A text input field with the placeholder "Search for a doctor, hospital name or specialty" and a "Search" button.
- Advanced Search:** A link below the search button.
- Log In:** A button with the text "Get detailed information about doctors and facilities in your network" and a "Log In" button.

Below the search interface are three informational cards:

- How we choose providers:** Includes an icon of three people and the text "Learn how we choose doctors, hospitals, and other providers for our networks."
- HMO, PPO and EPO:** Includes a lightbulb icon and the text "Learn the differences between these health plans."
- On the road?:** Includes a large letter 'A' icon and the text "Find out how to get care when you're traveling."

The footer contains contact information: "Web Support 1-888-417-3479 Monday through Friday 8 a.m. to 8 p.m." and links for "Terms and Conditions", "Feedback", and "Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association". At the bottom, there are links for "Health Insurance Glossary", "Conditions of Use and Privacy Policy", and "FAQs".

The screenshot shows a Windows taskbar with a notification bubble from bcbsm.healthsparq.com that says "wants to track your physical location." The notification has two buttons: "Allow once" and "Options for this site". The taskbar also shows icons for Internet Explorer, File Explorer, Outlook, and Word, along with the system tray showing the time as 1:05 PM on 10/3/2016.

5. Click on “Employer Group Plans (24)”

The screenshot displays a web browser window with the URL <https://bcbsm.healthsparq.com/healthsparq/public/#/one/city%3DDetroit%26state%3DI>. The browser's address bar shows several tabs, including 'accessKent | Kent County...', 'Find a Doctor | bcbsm.com', and 'Search for people or pl...'. The website header features the Blue Cross Blue Shield of Michigan logo and navigation links for 'Home' and 'Settings'. A 'Plan Categories' modal is centered on the screen, containing a message: 'You may search under any of our plans. But we are only able to give you cost information or select a PCP when you select under your current plan.' Below this message is a list of plan categories with a blue arrow pointing to 'Employer Group Plans (24)'. The categories listed are: 'All Plans', 'Employer Group Plans (24)', 'Medicare (65 and over) (6)', 'Medicaid and State Plans (1)', 'Individual and Family Plans (under 65) (11)', 'Healthcare.gov Plans (49)', 'Hospital Blue Plans (PPO) (31)', and 'Dental, Vision, and Other Directories (13)'. The background of the website is dimmed, showing a search bar with the placeholder text 'hospital name or specialty', a 'Search' button, and a 'Log In' button. A banner titled 'On the road?' with a large 'A' icon and the text 'Find out how to get care when you're traveling.' is also visible. The Windows taskbar at the bottom shows the system tray with the time '1:07 PM' and date '10/3/2016'.

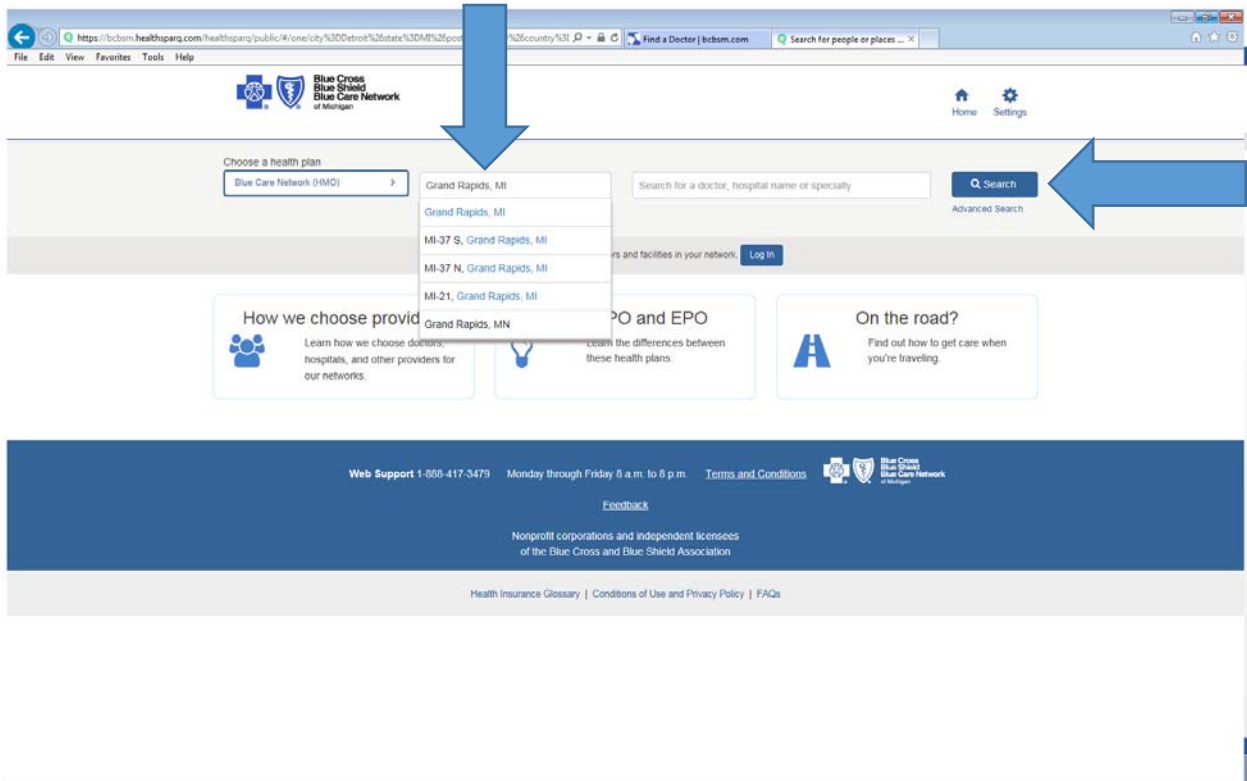
6. Click on “Blue Care Network (HMO)”.

The screenshot shows a web browser window with the URL <https://bcbsm.healthsparq.com/healthsparq/public/#/one/city%3DDetroit%26state%3DI>. The page header includes the Blue Cross Blue Shield of Michigan logo and navigation links for Home and Settings. A modal window titled "Employer Group Plans" is displayed, containing the following sections:

- PPO Plans (includes Auto Active and Retirees)**
 - PPO Plans
 - Medicare Plus Blue (PPO)
 - Blue Preferred Plus PPO
 - Mental Health Managed Care Network
 - Personal Choice (PPO)
- HMO Plans (includes Auto Active and Retirees)**
 - Blue Care Network (HMO) ← (indicated by a blue arrow)
 - BCN Advantage (HMO-POS)
 - BCN Local Network West
 - BCN Local Network Southeast
 - Blue Care Network PCP Focus Network (HMO)
 - Meijer Premier Health Network

The background page shows a search bar with the text "hospital name or specialty", a "Search" button, and a "Log In" button. A banner below the search bar reads "On the road? Find out how to get care when you're traveling." The Windows taskbar at the bottom shows the time as 1:08 PM on 10/3/2016.

7. Select either a city (for example, Grand Rapids) or a zip code (for example 49503). Click the “Search” button.



8. If you scroll through the results page, you can see that you can refine your search by using criteria such as, but not limited to:
 - Doctors who are accepting new patients
 - Doctors who are primary care providers
 - Specialty
9. Once you're done searching you can either view your results online, or you can save and print the results.

The screenshot displays the 'Find a Doctor' interface on the Blue Cross Blue Shield of Michigan website. At the top, there is a search bar with the text 'Find a Doctor | bcbsm.com' and a search input field containing 'Grand Rapids, MI'. Below the search bar, there are filters for 'Choose a health plan' (set to 'Blue Care Network (HMO)') and a 'Search' button. The results section shows 'Showing 1 - 10 of 3,620 results' and a 'Sort' dropdown menu set to 'Best Match'. A 'Save & Print' button is highlighted with a blue arrow. The results list includes three entries for Social Workers:

- Bertapelle, Bethany, MA**
Social Work
25 Sheldon Blvd SE
Grand Rapids, MI 49503
0 miles Get directions
(616) 459-4681
Patients seen here
New Patients
Not wheelchair accessible
- DeJarnatt, Jessica L. MSW**
Social Work
25 Sheldon Blvd SE
Grand Rapids, MI 49503
0 miles Get directions
(616) 459-4681
Patients seen here
New Patients
Not wheelchair accessible
- Hayes, Elizabeth A. MA**
Social Work
25 Sheldon Blvd SE

On the left side of the results, there is a map showing the location of the search results. Below the map, there are filters for 'Refine your results' including 'Miles from starting point' (set to 25) and 'Alpha Prefix' (with a 'Go' button). At the bottom left, there is a filter for 'Accepting New Patients' (3,449).