

FYI
for members

Your primary care physician: Your Blue Care Network connection to care

Why a primary care physician

Selecting a primary care physician, or PCP, is an important first step to a healthier lifestyle. Your doctor will become your partner in maintaining your good health and will manage most of your care.

PCP care starts with regular checkups, health screenings and immunizations. It includes treatment for illness, injury and chronic conditions, like a heart condition or asthma. Your PCP also arranges for specialty care, lab tests and hospitalization.

Connect to care

It's important to choose a PCP as soon as you become a member so you can get the care you need.

You have choices

Each member of your family can select a PCP, or you can choose one for your whole family. Your BCN primary care physician may be an M.D. (medical doctor) or a D.O. (osteopathic doctor). Your PCP must be from one of the following categories:

- **Family medicine and general practice:** Practitioners who treat patients of all ages, from newborns to adults
- **Internal medicine:** Internists trained to identify and treat adult and geriatric medical conditions
- **Internal medicine/pediatrics:** Physicians trained in internal medicine and pediatrics who treat infants, children, adolescents and adults
- **Pediatrics:** Pediatricians who treat infants, children and adolescents 18 years and younger

How to choose a PCP

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

Start with convenience. Search for physicians by county and city at bcbsm.com/find-a-doctor. 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 BCN Customer Service. 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?

Which doctor did you select?

We need to know your PCP.

- If you named your PCP on your enrollment form, you've given us the information we need.
- If you selected a PCP online and clicked Submit, you've given us the information we need.

You can also call Customer Service and tell us which PCP you selected.

Information

To reach Customer Service, call the number on the back of your BCN ID card or our main number (1-800-662-6667) from 8 a.m. to 5:30 p.m. Monday through Friday. The TTY number is 711.

