



# Choosing or Changing Your Primary Care Provider

Blue Essentials<sup>SM</sup> offers you access to a statewide network of hospitals and doctors. As a Blue Essentials member, you select a PCP from the Blue Essentials<sup>SM</sup> network. You may benefit from having your care coordinated by one doctor. Your doctor gets to know you and your health history. They may recognize changes in your health while overseeing routine care and making referrals to see specialists when needed.

## **Q** How do I choose a PCP?

**A** When enrolling in your HMO, you and your covered family members are asked to select a PCP that participates in our network. If you did not select a PCP at that time, one is selected for you. The most common PCP specialties to choose from are family practitioners, pediatricians and internists. Specialists are not PCPs.

Each PCP has a 10-digit PCP ID, which includes letters and numbers. You will need this number when enrolling or changing PCPs. It is noted within the physician profile.

## **Q** How do I change my PCP?

**A** To ensure that you are comfortable with your choice of doctors, you may change your PCP once a month for any reason. The change will be effective on the first of the next month. To change to another PCP in the same medical group as your current PCP, simply call the group to inform them of your decision. The medical group will let you know if the PCP you have selected is available and tell you the effective date of the change. You can also change your PCP online or by telephone; log in to Blue Access for Members<sup>SM</sup> at [bcbstx.com/member](http://bcbstx.com/member) or call Customer Service at **877-299-2377**.

## **Q** How do I find a doctor who participates in the Blue Essentials network?

**A** You can search from your computer, smartphone or other mobile device. Visit [bcbstx.com/member](http://bcbstx.com/member) to access BAM<sup>SM</sup>. Enter your username and password. To register for a BAM account, all you need are your group numbers, found on your member ID card.

Follow these steps:

1. Go to [bcbstx.com/member](http://bcbstx.com/member)
2. Enter your username and password (to register for a BAM account, all you need are your group and identification numbers, found on your member ID card)
3. Click on **My Health, Find Care** and then **Find a Doctor or Hospital**
4. Go to **Select a Plan/Network** and pick **Blue Essentials (HMO)**
5. Browse by "Category" or "View by Common Searches"

**Note:** You will be able to check a provider's affiliation, such as Kelsey-Seybold affiliated providers. For additional information on Kelsey-Seybold providers, you can visit [kelsey-seybold.com/CISD](http://kelsey-seybold.com/CISD).

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### **Can I continue to see my current doctor when I join?**

Your doctor may already be in the Blue Essentials network. If not, and you are undergoing a course of evaluation and/or medical treatment when you join the plan, you may request Transition of Care benefits. These benefits may be authorized for up to 90 days. Please refer to your Explanation of Benefits guide or call **877-299-2377** to find out about Transition of Care benefits.

### **Do I need a referral to see a specialist?**

It depends. If you see another PCP or specialist within the medical group that your PCP participates in and it's billed under the same Tax ID, you do not need a referral. If the specialist is outside your medical group, you will need a referral from your PCP. Referrals do expire, so make sure to review the effective date.

Please keep in mind, not all PCP groups have specialists within their clinic; therefore, you would need a referral. You do not need a referral for mental health services, routine eye care, urgent care or emergency care. Also, women do not need a referral to see an obstetrician/gynecologist.

If you need help finding a network provider or have questions about your benefits, call **877-299-2377**.