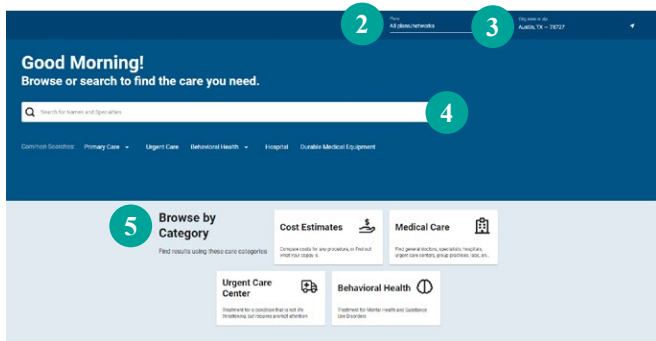


IS MY DOCTOR IN NETWORK?

If you are looking to see if your current provider is in your Blue Cross and Blue Shield of Texas (BCBSTX) network, you can use our Provider Finder Tool to easily search hundreds of doctors by name, specialty, location, and rating!

Using the BCBSTX Provider Finder

1. Go to the BCBSTX Provider Finder page by scanning the QR code at the bottom of the page, or, if you'd rather use a computer, go to <https://bit.ly/3xIC8Xz>.
2. From the Network drop-down box, select your network, which will be either Blue Choice PPOSM (BCA) or Blue EssentialsSM (HMO). It is important to choose the right network as BCBSTX offers many different network options. If you are unsure, reach out to your Benefit Coordinator.
3. Enter your city, state, or zip code in the field adjacent to the Network box to search by location.
4. You can enter the provider's name/specialty in the search bar or use the drop-down options, or;
5. You can search by using the Browse by Category boxes.



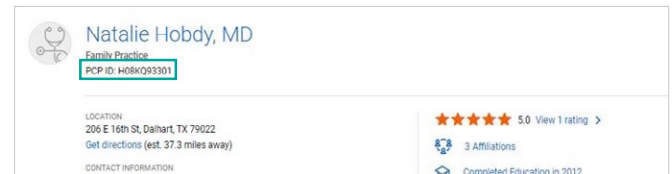
Selecting a Primary Care Provider

There are two reasons you may need to select a Primary Care Provider (PCP).

1. **You wish to choose an in-network Primary Care Provider.** Having a dedicated in-network PCP not only allows you access to a medical professional at a discounted rate, having a regular PCP who you can develop a relationship with will be able to provide more personalized treatments and better care long-term.

2. **You have the Blue EssentialsSM HMO Plan.** An HMO plan requires you select a PCP as all of your care will be coordinated by them. They will provide referrals for any specialty care and will be listed directly on your ID card. Each member of your family can elect a different PCP.

You can select a new PCP on your TML Health Online account and enter the provider's PCP ID number. Their PCP ID can be found in the search results of the Provider Finder Tool, as shown in the example below:



What if I can't find my provider?

If you are unable to locate your provider in the Provider Finder Tool, you should first contact their office and ask if they participate in the BCBSTX Blue Choice PPOSM (BCA), and/or the Blue EssentialsSM (HMO), network. Sometimes, not all in-network providers will not show up in the Provider Finder because:

- The provider is only listed at their primary location.
- The spelling of their name may be different.
- A provider may have elected to remove themselves from online directories.

If the provider does not participate in your network, next call TML Health's Member Services at 800-282-5385 and **provide us with the following** and we will work with BCBSTX to reach out and attempt to add your provider to the network: *Provider name, specialty, address of where you visit them, and provider's phone number.*

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.



800-282-5385
1821 Rutherford Lane, Suite 300
Austin, Texas 78754-5151

For more information, visit
tmlhealthbenefits.org

