



Choosing or Changing your Primary Care Provider (PCP)

Blue EssentialsSM offers you access to a statewide network of hospitals and doctors. As a Blue Essentials member, you select a primary care provider (PCP) from the Blue Essentials 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 as well as overseeing routine care and making referrals to see a specialist.

Q. How do I choose a PCP?

A. When you enrolled in your HMO, you and your covered family members were each 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. However, you can change your PCP. The most common PCP specialties to choose from are family practitioners, pediatricians, geriatricians, internists and gynecologists. Specialists are not PCPs.

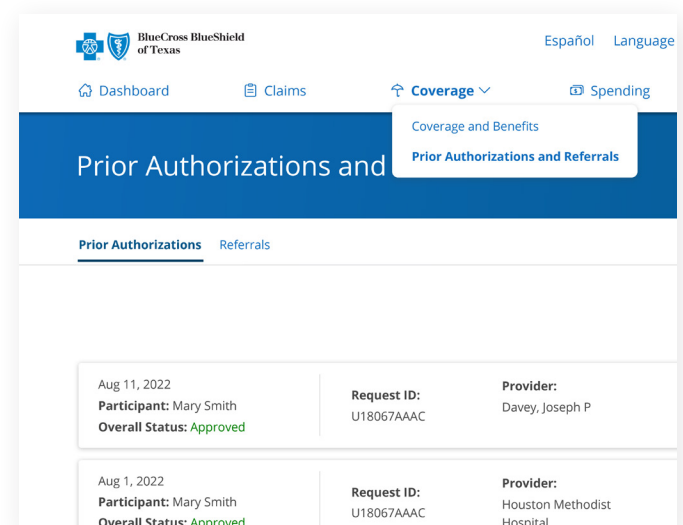
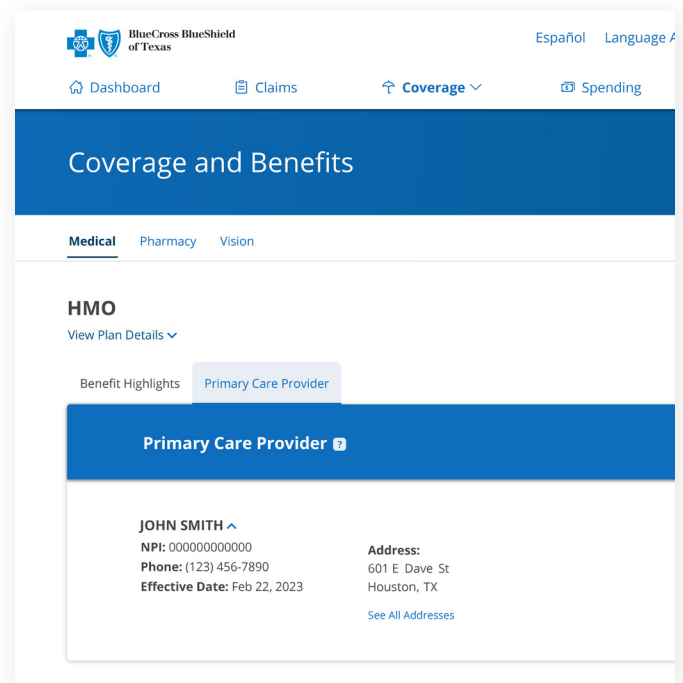
Q. How do I change my PCP?

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 would 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 it 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 MembersSM (BAMSM) at bcbstx.com/member or call the customer service number on the back of your ID card.

Q. How do I find a doctor that participates in the Blue Essentials network?

A. You can search from your computer, smartphone or other mobile device. Follow these steps:

1. Go to 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 Find Care, then Find a Doctor or Hospital
4. Browse by Category or View by Common Searches



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Q. Can I continue to see my current doctor when I join?

A. 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 Customer Service to find out about Transition of Care benefits.

Q. Do I need a referral to see a specialist?

A. 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 urgent or emergency care. Women also do not need a referral to see a gynecologist.

If you need help finding a network provider or have questions about your benefits, call the toll-free number on the back of your ID card.