

# Find the doctor of your choice

Blue Shield believes that finding a doctor shouldn't give you a headache. That's why [blueshieldca.com](https://blueshieldca.com) features our most up-to-date listings of doctors, specialists and hospitals.

We're making it easier!

Finding the latest listing of doctors, specialists, mental health providers, hospitals, dentists, vision care providers or pharmacies is easy. Go to [blueshieldca.com](https://blueshieldca.com) and select *Find a Doctor* from the menu. Here are some helpful shortcuts:

1. How you start depends on the type of plan:
  - For Access+ HMO®: Go to [blueshieldca.com/networkhmo](https://blueshieldca.com/networkhmo).
  - For Local Access+ HMO® or SaveNet<sup>SM</sup> HMO: Go to [blueshieldca.com/networklocalaccess](https://blueshieldca.com/networklocalaccess).
  - For Trio HMO: Go to [blueshieldca.com/networktriohmo](https://blueshieldca.com/networktriohmo).
  - For PPO: Go to [blueshieldca.com/networkppo](https://blueshieldca.com/networkppo).
2. Select the type of provider you need (e.g., doctor, facility, mental health).
3. Enter your preferred location.
4. Select whether you want to search by provider specialty or provider name.
5. Relevant results will be displayed.

You may also reach us by phone.

#### For groups with 1-100 eligible employees:

- HMO and PPO Member Services number: **(888) 319-5999**
- Shield Concierge (for Trio HMO members): **(855) 664-5577**

#### For groups with 101+ eligible employees:

- HMO and PPO Member Services number: **(888) 256-1915**
- Shield Concierge (for Trio HMO members): **(855) 829-3566**

## Special considerations for each plan type

### If you are enrolling in an HMO plan

When you enroll in an HMO plan, you and your dependents must choose a primary care physician (PCP) within 15 miles or a 30-minute drive\* from where you live or work. You can either search for your PCP using Blue Shield of California's *Find a Doctor* tool found at [blueshieldca.com](https://blueshieldca.com), or call Member Services to request a directory. If you do not select a PCP when you enroll, we will assign you one. You can then change your PCP at any time. PCPs provide routine checkups, immunizations and urgent care and refer you to specialists.

### If you are enrolling in a PPO plan

As a PPO plan member, you can choose your own doctor and do not need a referral to see a specialist. Choosing a provider in the PPO networks can save you money and ensure that you receive the highest level of benefits available to you.

When you visit doctors outside the PPO network, you may be responsible for higher copayments plus any charges in excess of Blue Shield's allowed amount for the services.

### If you access care outside California

PPO members who access care outside California may do so through the BlueCard® Program Network, which includes access to more than 92% of doctors and 96% of hospitals nationwide. Whenever possible, you should choose a doctor or hospital from the BlueCard network to save you money and ensure you receive the highest level of benefits available to you. When you visit doctors who are not in the BlueCard network, you may be responsible for higher copayments plus any charges in excess of Blue Shield's allowed amount for the services.

To find a BlueCard physician or hospital in the United States, go to [provider.bcbs.com](https://provider.bcbs.com) or call BlueCard Access toll-free at **(800) 810-BLUE (2583)**.

To find an international Blue Shield Global Core Network physician or hospital, go to [www.bcbsglobalcore.com](https://www.bcbsglobalcore.com). You can also call the Blue Shield Global Core Service Center at **(800) 810-BLUE (2583)** from within the United States, or call collect at **(804) 673-1177** from outside the country.

\* Primary care physician service areas vary by contract. Underwritten by Blue Shield of California Life & Health Insurance Company.

## Prescription drug program

Our prescription drug program provides access to a network of chain and independent pharmacies, as well as a mail service pharmacy and specialty pharmacies. For more information, visit [blueshieldca.com](https://www.blueshieldca.com) or call the appropriate Member Services number on the front page.

### Chain and independent pharmacies

The Blue Shield pharmacy network includes all major pharmacy chains and most independent pharmacies in California. It's easy to find a local network pharmacy. Search our online listing of pharmacies, where you'll find the most up-to-date information:

- If you want to locate a pharmacy where your prescription is covered, go to [blueshieldca.com](https://www.blueshieldca.com) and select *Find a Doctor* from the menu, then choose *Pharmacies*.
- Or select *Be Well* in the menu, then the *Drugs* option and choose *Find a Pharmacy*.

### Mail service pharmacy

We offer a mail service pharmacy benefit that gives you up to a 90-day supply of covered maintenance drugs through the mail. This service is available if you are taking stabilized dosages of covered maintenance drugs on an ongoing basis for treatment of chronic health conditions, such as high blood pressure. For more information, go to [blueshieldca.com](https://www.blueshieldca.com), select *Be Well* in the menu, then the *Drugs* option, and choose *Mail Service Prescriptions*.

### Specialty pharmacy

Network specialty pharmacies are available to Blue Shield members. These pharmacies provide convenient delivery of specialty medications, including self-administered injectables. All supplies required for administration of specialty medications that are injectable (such as needles/syringes, alcohol swabs, sharps containers) are included at no additional charge.

Prior authorization is required for specialty medications. Members prescribed self-administered injectables with a specialty drug benefit are required to get these drugs from a network specialty pharmacy.

## Learn if your prescription is covered

The Blue Shield Drug Formulary is a list of preferred generic and brand-name drugs.

It's easy to learn if your medication is covered in our formulary. Go to [blueshieldca.com](https://www.blueshieldca.com), select *Be Well* in the menu, then the *Drugs* option, and choose *Drug Formularies* to find a drug formulary that applies to you.