Finding and managing an HMO network physician

The role of your Personal Physician

An HMO plan is different from a PPO plan in that you need to select a **Personal Physician** (primary care physician) who will be responsible for coordinating your care. Together, you and your physician will decide on the best care for you.

Find a physician

You can locate a physician that best suits your needs with our online tool, *Find a Provider,* at **blueshieldca.com/fap**. For a detailed guide to finding a provider, see the back of this page.

Select a physician

During enrollment, it's important that you select a physician to ensure you have access to care. Be sure to check if that physician belongs to the medical group that you want as well.

Three things to consider when choosing an HMO network physician

- **Where is the physician located?** To ensure you have reasonable access to care, Blue Shield generally requires that your selected physician be located within 15 miles from your residence or place of employment.
- **Is the physician affiliated with your preferred medical group/IPA and hospital?** If you know which medical group or IPA you would like to be a part of, you can check if your desired physician belongs with that medical group by viewing the doctor's page on *Find a Provider.*
- **Is the physician accepting new patients?** You should contact the physician's office directly to verify if they are accepting new patients. Although our provider database is updated as frequently as possible, if a physician changes their status to not accepting patients before our database is updated, Blue Shield will assign a physician to you based on your ZIP code. If you are an existing patient of the physician, noting this on your application will prevent this from happening.

Quick reminder

If you do not select a Personal Physician at the time of enrollment, Blue Shield will automatically assign a Personal Physician to you based on your ZIP code.

How to find an HMO network physician

- Go to **blueshieldca.com** and select *Find a Provider*.
- Next to "Select a Plan," click on the *Select* button.
- Choose the medical plan and subplan, then click *Set Plan*.
- Under "Provider Types," select *Doctor*.
- In the "Doctor type or specialty" field, enter "HMO Personal Physicians."
- Enter your city, county, state, or ZIP code, then click on *Find Now*.
- *Find a Provider* will display all the HMO Personal Physicians nearest your location.

Key information needed for selecting a physician on your application

- First and last name of the physician
- Physician's 9-digit provider number
- Medical group/IPA's 6-digit number

You can find all of the information from the doctor's page on *Find a Provider*.

Your physician's contact information

Locate your physician's phone number on your Blue Shield member ID card or by logging in to **blueshieldca.com** and clicking on the physician's name on the "Member Center" page.

Change your physician

You can change your physician at any time by registering at **blueshieldca.com/register**. Once registered, you can log in to the website and at the home page, select *Change Personal Physician or Medical Group* under the *Plan Overview* tab.

Did you know?

You can get around-the-clock resources and information at **blueshieldca.com**. You'll find our most up-to-date listings of doctors, hospitals, and facilities in your health plan network.

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