



Your primary care physician

An important decision

Selecting a doctor to care for you and your family is an important decision. That's why Blue Care Network has thousands of primary care physicians from which to choose.

Role of your primary care physician

Your PCP is your partner in maintaining your good health and will provide care for most of your basic health care needs. This includes preventive services such as immunizations and physical exams. If you need specialty care, tests or hospitalization, your PCP will arrange these services for you.

Types of primary care physicians

BCN primary care physicians are MDs (medical doctors) or DOs (osteopathic doctors) who specialize in one of the following areas:

- **Family/general practice**

These physicians treat patients of all ages, from newborns to adults. They commonly provide obstetrical and gynecological care as well.

- **Internal medicine**

Internists specialize in all aspects of adult, adolescent and geriatric medical conditions. Most of our network internists treat patients age 18 and older.

- **Pediatrics**

Pediatricians specialize in the treatment of infants and children age 18 or younger.

- **Internal medicine/pediatrics**

Physicians in this category are trained as both internists and pediatricians. They treat children and adults.

- **Preventive medicine**

Physicians in this category promote health and well being for patients of all ages.

We screen our doctors so you have better choices

When you're choosing a primary care physician, it's good to know that our doctors have all passed a

rigorous screening process. It includes a review of their credentials, history, practice and an on-site inspection of their offices.

How to choose a primary care physician

With so many quality doctors to choose from, how do you decide? Start with our online *Provider Directory* at **MiBCN.com/find** where you can download and print your own customized search results. A printed *Provider Directory* is also available via Customer Service.

If you want more information, we encourage you to call the doctor's office or the BCN Customer Service PCP selection line, 888-656-8276. Below are some questions you may want to ask:

- Is the physician a man or a woman?
- How many years has the doctor been in practice?
- What languages are spoken in the physician's office?
- What are the doctor's office hours?
- Does the doctor see walk-in patients?

Important points to keep in mind

- Each family member may select a different primary care physician.
- If you want to change your PCP, you may do one of the following:
 1. Visit our Web site at **MiBCN.com**
 2. Call Customer Service
 3. Use the Physician Selection form found online and in your *Member Handbook*
- All changes become effective two business days after receipt of your request.

Questions?

Call the Customer Service provider selection line at 888-656-8276 between 8 a.m. and 5:30 p.m., Monday through Friday. TTY users can call 800-257-9980.

Blue Care Network is online at MiBCN.com



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