



## Questions?

Call PCP Customer Service at  
888-656-8276 from 8 a.m. to 5:30 p.m.  
Monday through Friday.

## Why Blue Care Network?

With Blue Care Network, health exams and preventive care are covered because they're important to you and your family's health. You also get coordination and guidance when you or a member of your family has a major health problem and needs extensive care. The key to getting the most from your benefits is working with your primary care physician.

[MiBCN.com](http://MiBCN.com)

PCP Customer Service 888-656-8276



# Your connection to care

**Your primary care physician  
and Blue Care Network**



## Why a primary care physician?

When you become a member, you choose a Blue Care Network primary care physician who manages most of your care.

Your PCP is your partner in maintaining your good health and provides care for most of your health needs. PCP care starts with regular checkups, health screenings and immunizations. It includes treatment for illness, injury and chronic conditions, like a heart condition or asthma. Your PCP maintains your medical records, which means he or she knows about your treatment history. Your PCP also works arrangements for specialty care, lab tests or hospitalization.

## An important decision

It's important to choose a PCP as soon as you become a member so your coverage is activated. If you do not select a PCP within 30 days of becoming a member, one is selected for you to make sure you can get the care you need.

## You have choices

**Because our network is large, your current doctor may be in our network.**

Adults can choose a family/general practice physician or an internal medicine physician (internist) as their PCP. Parents can select a family/general practice doctor, pediatrician or internal medicine/pediatrician for their children.

Female members have an additional choice. For routine women's services — Pap smears, mammograms, annual well-woman visits and complete obstetrical care — you can see a BCN-affiliated gynecologist, obstetrician or OB-GYN without a referral from your PCP.

## Our doctors have the credentials

When you're choosing a PCP, it's good to know that Blue Care Network doctors have passed a rigorous screening process. We review physician credentials, practice history and conduct on-site inspections of their offices.

All of our primary care physicians are M.D.s (doctors of medicine) or D.O.s (doctors of osteopathy).

## When you need specialty care

If specialty care is needed, your PCP will refer you for that care. Most likely, the specialist will be someone your doctor knows professionally, practices in the same medical group and uses the same hospital. When your doctors practice in the same location and use the same hospital, it is easier for them to coordinate your care.



## Find a primary care physician

There are many ways to find a physician.

- **On our Web site**  
Our physician search tool, **MiBCN.com/find**, is updated weekly. You can see which doctors accept new patients, get maps to their offices and review the doctor's credentials. You can also check the doctor's office hours and languages spoken.
- **Through our Customer Service representatives**  
BCN's Customer Service representatives can help you select a physician in your area. Call 888-656-8276.
- **In a printed directory**  
Our Provider Directory lists network PCPs, their locations and other helpful information, such as whether they speak your native language. Call 888-656-8276 to request a Provider Directory.

## Tell us who you've selected

Even if you already have a physician in our network, you must still designate him or her as your Blue Care Network PCP.

To select or change your primary care physician:

- Login to **MiBCN.com/find**, and follow the instructions to submit your request electronically.
- Call 888-656-8276, our special Customer Service number for PCP selection.