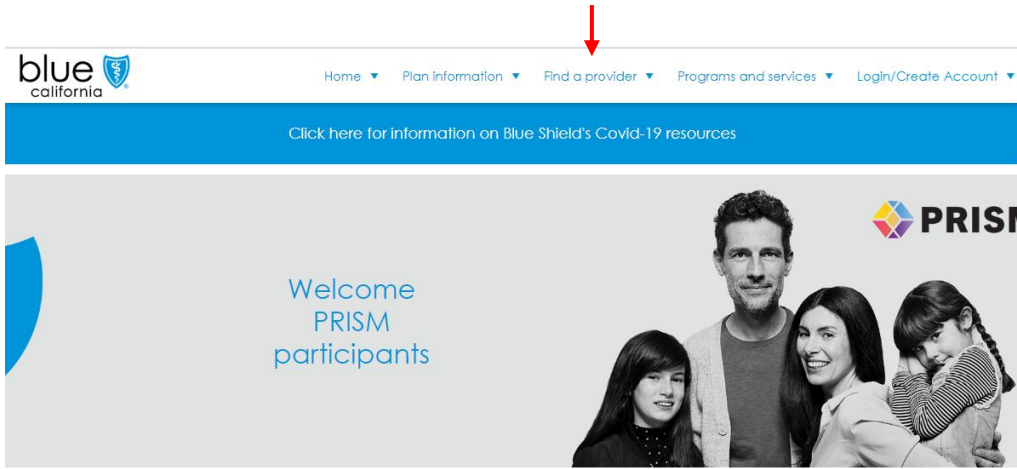




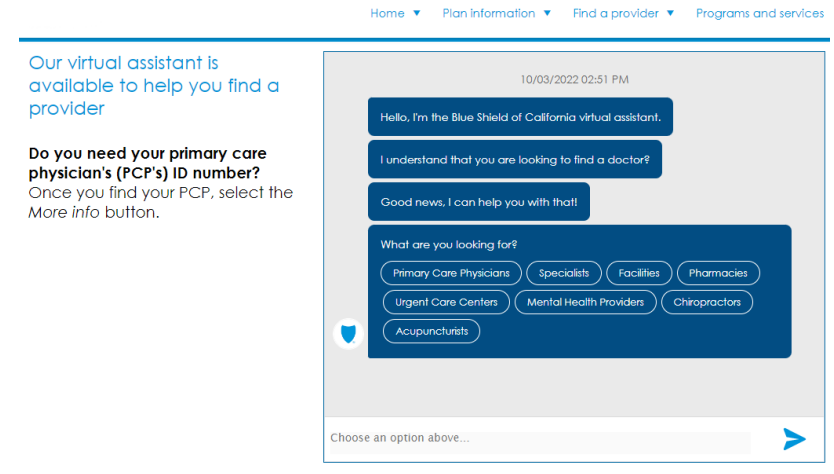
How to Locate a Provider or Facility in CALIFORNIA

Steps to locate a California provider or facility for Medical Benefits – All Otay Blue Shield Plans (Access+ HMO, Gold PPO, and EPO)

- 1) Log on to the Blue Shield website – www.blueshieldca.com/prism then click on "Find a Provider".



- 2) On this page you will select **Access+ HMO Find a Doctor** if you are on the HMO plan or **PPO Find a Doctor** if you are on the Gold PPO or EPO plans. You also have the option to chat with a virtual assistant who can help you find a provider.



Advanced provider search
 Search for providers in California by multiple criteria such as gender, language, etc.

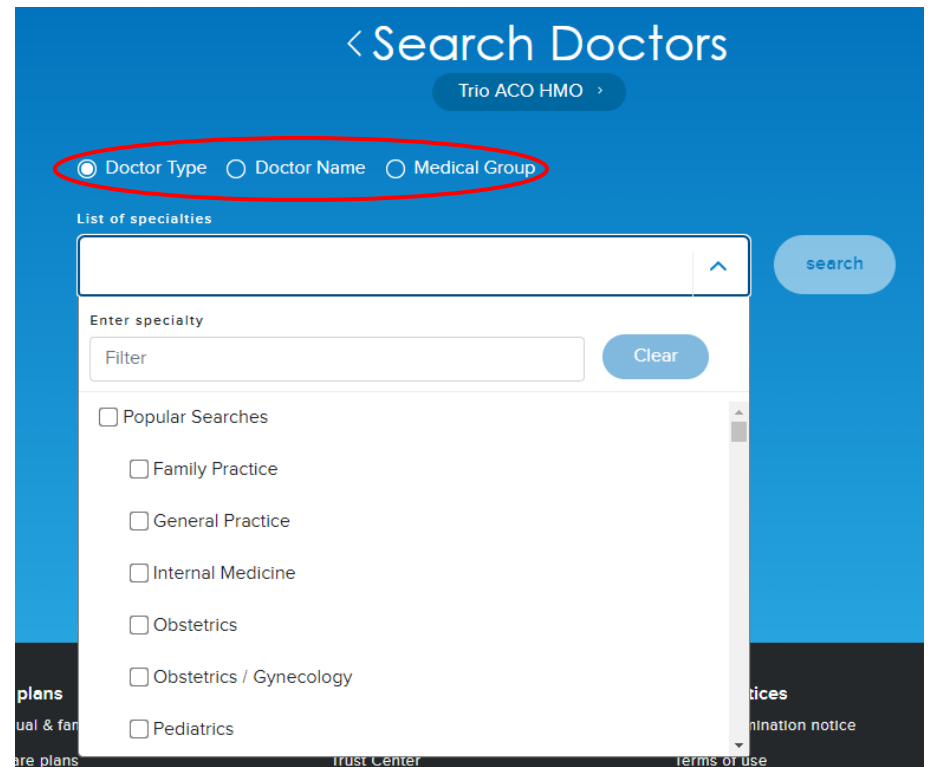
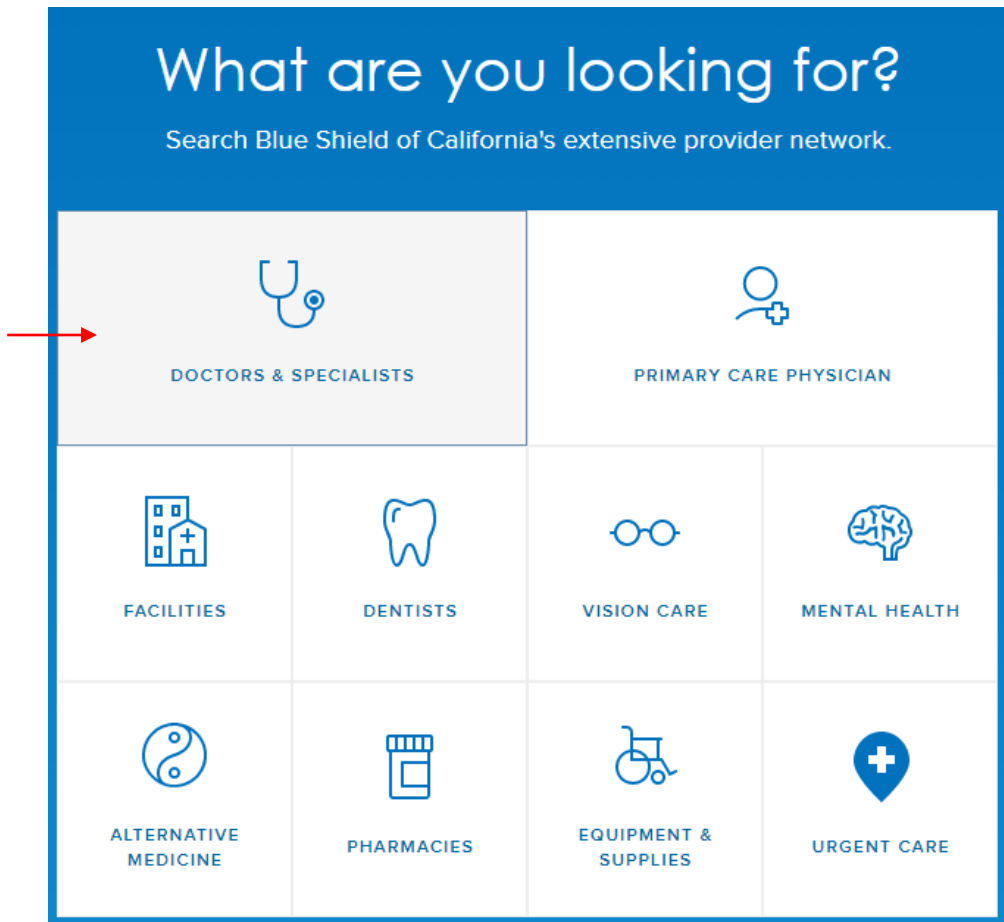
Select your plan's Find a Doctor link below to begin your search.

To find your PCP's ID number, click on the doctor's name and select **View details** under "Primary Care Physician ID."

- Access+ HMO Find a Doctor >
- Trio HMO Find a Doctor >
- PPO Find a Doctor >

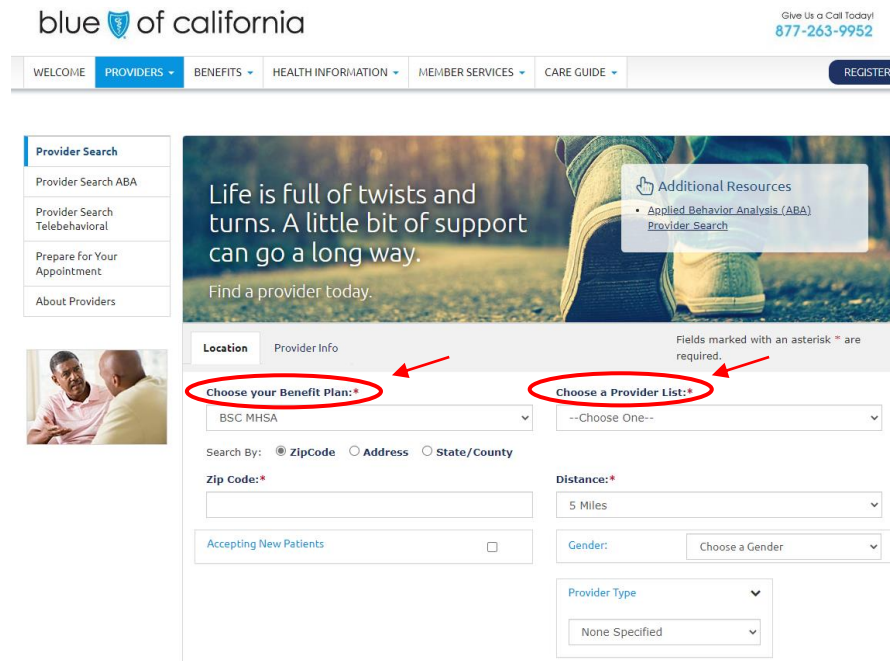
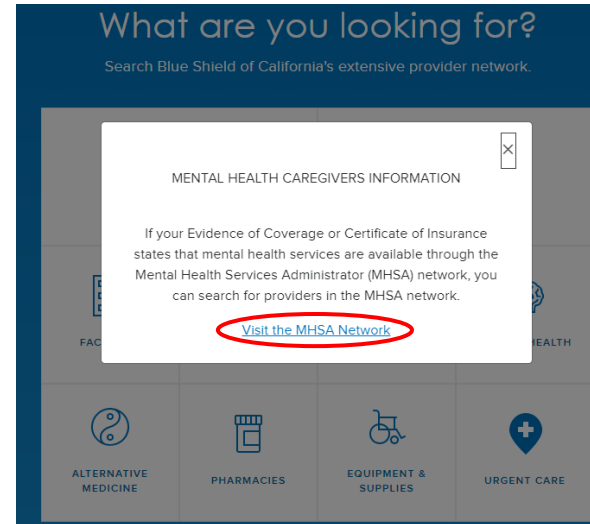
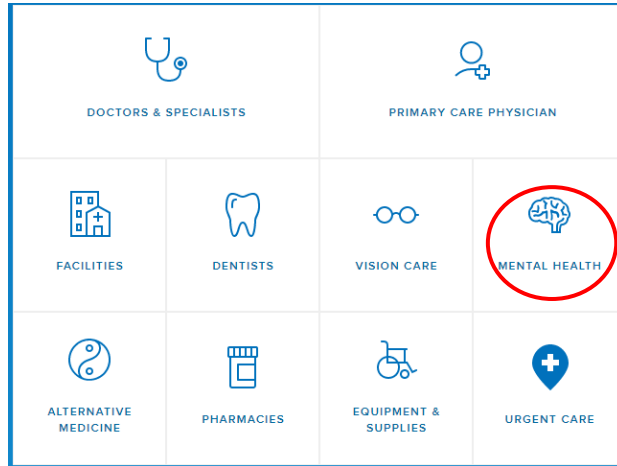
Find a Doctor Tutorials
 Watch our tutorials on how to use the Find a Doctor tool. >

3) Once you select your plan, you can choose what you're looking for (e.g. "Doctor & Specialists," "Primary Care Physician (HMO Only)," "Facilities," or "Urgent Care," etc.) Click on the desired option. Once you put in your zip code, you can search by Doctor Type, Doctor Name, or Medical Group.

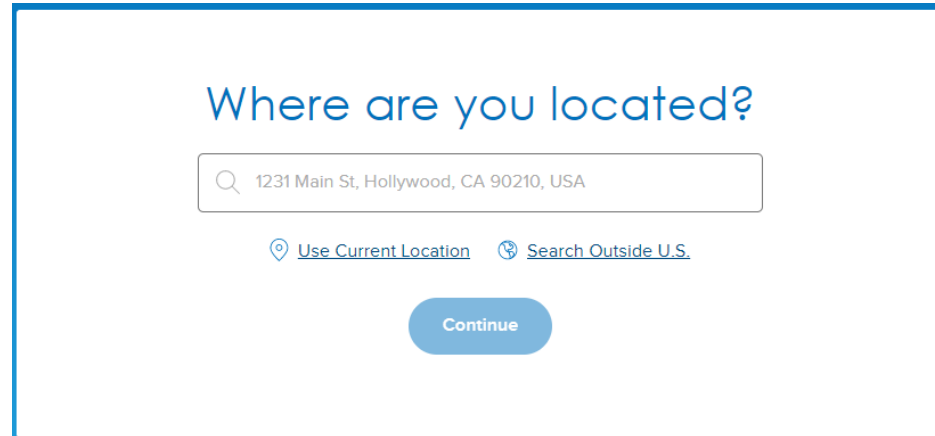


How to Locate Mental Health Providers

4) **Access + HMO Participants:** Select the Mental Health icon and you will be redirected to the page shown below. Click "Visit the MHS Network." Please ensure you select the "BSC MHS" option on the drop-down in the "Choose your Benefit Plan" field. Once you select one of the options from the "Choose a Provider List" drop-down, fill out the information required and click on search.



5) **For Gold PPO/EPO Participants:** Select the "Mental Health" icon and you will be taken to the page below. Enter your zip code and click continue. You can search mental health specialist under "Doctor Type" or "Doctor name."

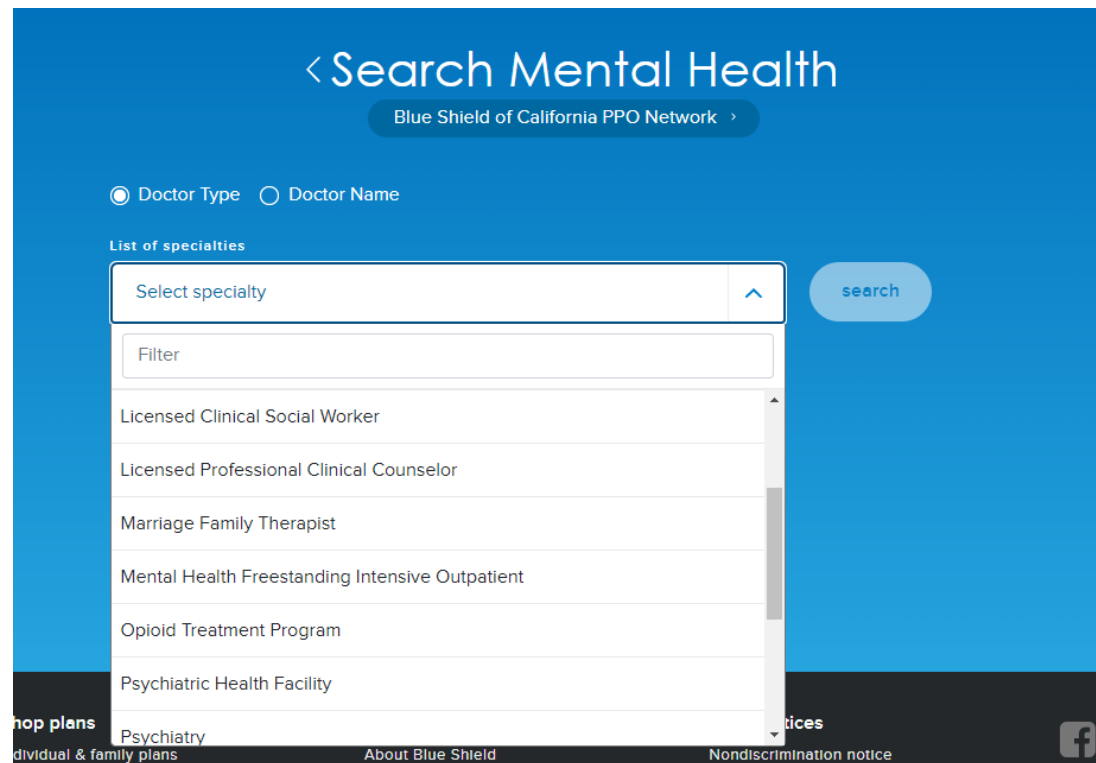


Where are you located?

1231 Main St, Hollywood, CA 90210, USA

[Use Current Location](#) [Search Outside U.S.](#)

Continue



< Search Mental Health

Blue Shield of California PPO Network >

Doctor Type Doctor Name

List of specialties

Select specialty

Filter

- Licensed Clinical Social Worker
- Licensed Professional Clinical Counselor
- Marriage Family Therapist
- Mental Health Freestanding Intensive Outpatient
- Opioid Treatment Program
- Psychiatric Health Facility
- Psychiatry

search

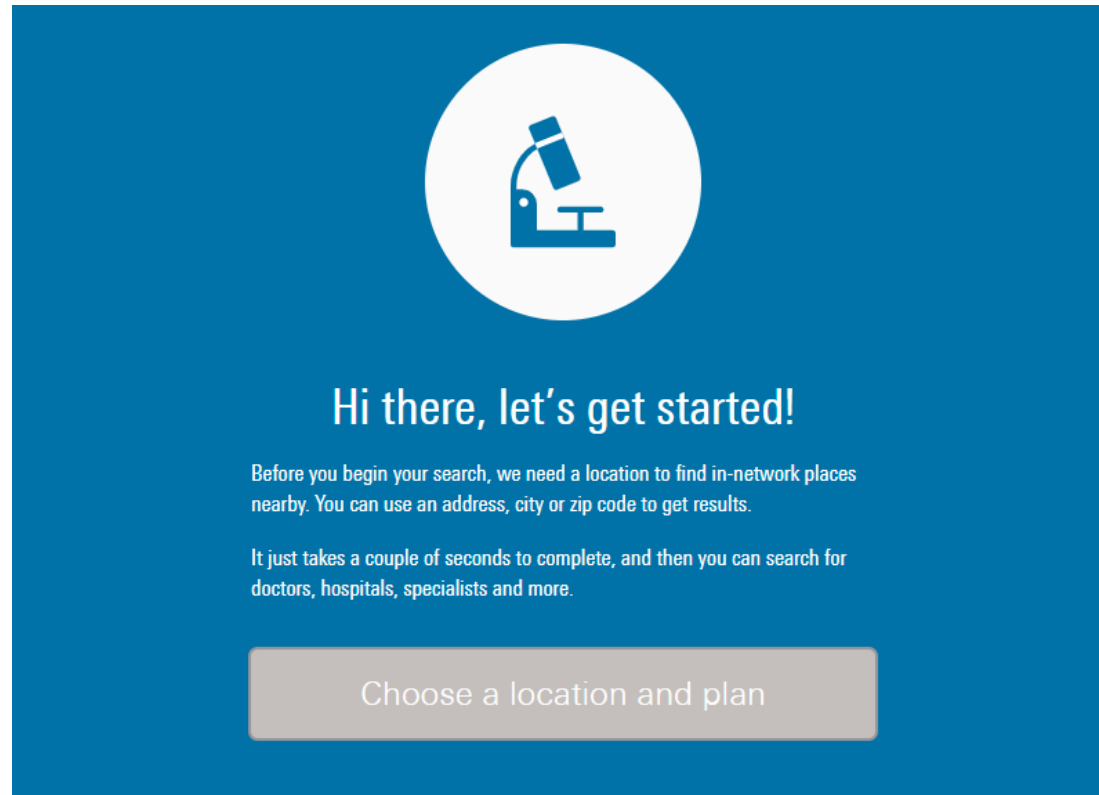
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How to Locate a Provider or Facility OUTSIDE of CALIFORNIA

Blue Cares – For Members located Outside of California

Steps to locate a provider or facility outside of California for Medical Benefits - Otay Blue Shield Gold PPO/EPO plans only

1) Go to the Blue Shield Blue Care's website – <http://provider.bcbs.com/> and you will see the following screenshot below. Click on "Choose a location and plan."



- 2) Once you select that, you will see "Find your plan by prefix." You can type your three-letter prefix from your Blueshield ID card or select "Browse a list of plans."

Find your plan by prefix

The three letters at the beginning of your member ID number make up your plan prefix. Type your three-letter prefix below and we'll find your plan for you.

Member Name Member Name XYZ	ID 1456789	Dependents Dependent One Dependent Two Dependent Three	Plan Office Visit Specialist Copay Emergency Deductible	PPO \$15 \$15 \$75 \$50
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Plan No. 023457
BIN 987654
Benefit Plan HIOPT
Effective Date 00/00/00

BlueCross BlueShield
Blue Product ALPHA
Employer Group

Ⓜ R

Three input boxes for a three-letter prefix, with a red circle around the "Browse a list of plans" link below them.

- 3) If you select "Browse a list of plans", select BlueCard PPO/EPO and click confirm selection.

Browse all plans

Scroll through our list of available plans or start typing part of a plan name to find the best match.

Plan name

Available plans

- BlueCard PPO/EPO**
No gatekeeper or referral needed. You may choose doctors and hospitals that are in or outside of this network. However, there are significant incentives for choosing in-network providers.
- BlueCard PPO Basic**
A network with incentives to receive care from participating PPO providers, with no referral needed. Includes providers required under the Affordable Care Act.
- BlueCard Traditional**
Provides basic and/or supplemental hospital and medical/surgical benefits to cover various services. You can generally expect to be responsible for things like deductibles, coinsurance or copayments.
- Medicare Advantage PPO**
- Alabama, Blue Cross and Blue Shield**

A red arrow points from the "Browse a list of plans" link in the previous screenshot to the "BlueCard PPO/EPO" option in this list.

4) You will be directed to the page below. You can search Doctors by name or specialty, etc. You can also search for "Immediate Medical Care" for Urgent Care locations.



Hello, What are you searching for today?



Doctors by name



Doctors by specialty



Places by name



Places by type

Search all

Advanced Search

Explore and learn more

CORONAVIRUS (COVID-19) UPDATE

The Blue Cross Blue Shield Association has announced a System-wide initiative to eliminate barriers to members seeking diagnosis and treatment for Coronavirus Disease 2019 (COVID-19). More information regarding these changes, as well as ongoing updates during this outbreak can be found at <https://www.bcbs.com/coronavirus->

Find Immediate Medical Care

Make an informed choice based on symptoms, convenience and cost. Learn more about your options [here](#).

[Search for Immediate Medical Care](#)



Locate Doctors Worldwide

Visit Blue Cross Blue Shield Global[®] Core to locate healthcare providers outside of the U.S.

[Search For Doctors](#)