



know. compare. choose.

Shop for care at **bcbsm.com**

A GUIDE TO COMPARING AND CHOOSING
HEALTH CARE PROVIDERS

You want more control when it comes to making your health care decisions, and we're committed to helping you with tools, information and personal support at bcbsm.com.

With bcbsm.com, you get everything you need to put you in charge of choosing your health care providers and managing your health care costs. And you'll find the information and tools online — all in one convenient location.

You can search for doctors, specialists and medical facilities using *Find a Doctor* at bcbsm.com. Use this handy guide to better help you easily find what you need.

FIND A DOCTOR

Find a Doctor gives you a complete look at health care costs. It automatically pulls in information based on your selected plan, when logged in to your member account. Look what more you can do:

- Search for doctors or facilities specifically in your plan's network.
- Select a primary care physician (if applicable).
- Compare cost estimates for health care treatment and services.*
- Read and write reviews about doctors.
- See doctor and hospital quality reports.

GETTING STARTED

Using your desktop computer.**

1. Log in to your member account at bcbsm.com.
(Screens highlighted in this brochure may differ slightly if you're using a mobile device.)
2. Select the *Doctors & Hospitals* tab to be directed to *Find a Doctor*.
3. Choose the *Find a Doctor or Hospital, Compare Cost and Quality* category.

*Non-Medicare, PPO members



BEGIN YOUR SEARCH FOR PROVIDERS

Find a Doctor automatically enters your plan and nearest location. You'll need to type the name of the doctor, specialty or service in to the search field. You can also change the location by city or ZIP code based on how broad you want to search. Click the *Search*, and you'll see a list of doctors that are within your plan's network.

COMPARE PROCEDURES BY COSTS

Where you go for care does affect how much you'll spend on health care, but you can find ways to save on costs with *Find a Doctor*.

Let's say your doctor recommends surgery. You're not limited to using your doctor's facility. Using *Find a Doctor*, you can search for a facility based on cost estimates, giving you opportunities to save money.

Your member account gives you an idea of what the full procedure will cost. A timeline shows all the services involved for overall treatment and each of their costs.

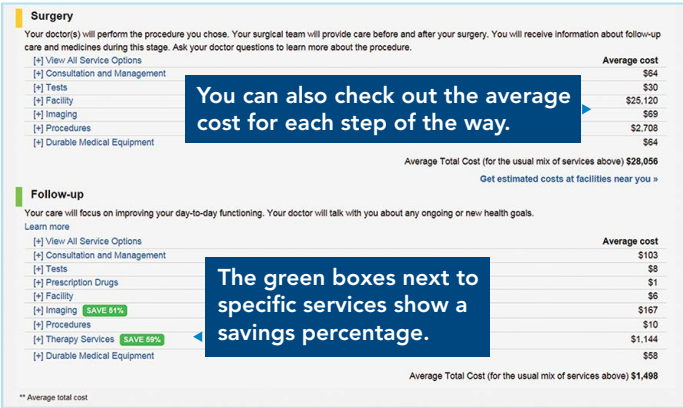
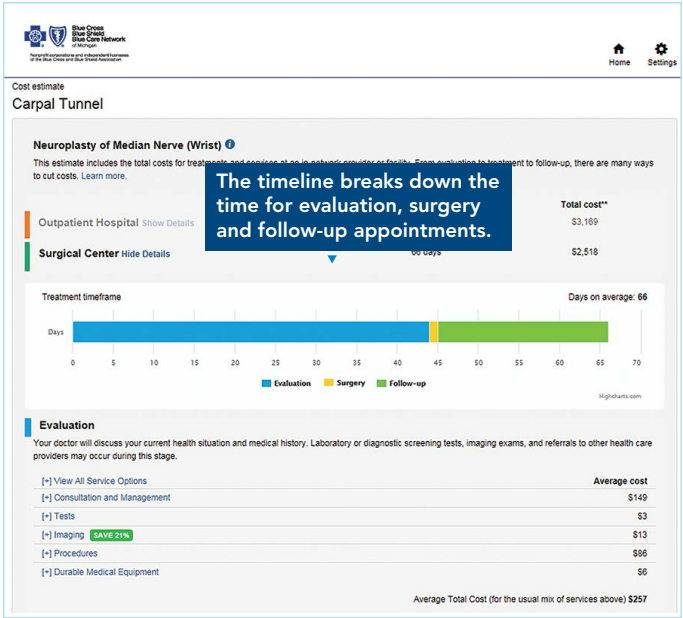
Your specific plan appears in the field.

How we choose providers
Learn how we choose doctors, hospitals, and other providers for our networks.

Web Support 1-888-417-3479

A single search field lets you enter a doctor's name, specialty or service.

Your location appears in the field. To broaden your search, enter your city or ZIP code.



If you have Blue Cross PPO coverage you can also look up more than 1,600 specific health care services across the country.



Carpal tunnel surgery



\$2,107

\$3,546

\$1,439 difference

COMPARE PROVIDERS

You'll get a list of providers based on your search. Look up providers based on quality and other factors. You can also view providers side by side by selecting the *Compare* box.

See a list of providers that best match your initial criteria.

Check the *Compare* box to compare up to five health care providers side by side.

Choose up to five doctors and click *Open Compare Drawer* for an overview snapshot. Read reviews for patient perspectives on each health care provider.

Narrow your choice of physicians even more by selecting items that mean the most to you.

Select Up to 5 items	Renfrow, Benjamin E., DO	Neppa, Suman G., DO	Bergin, Mark A., MD	Chenard, Kim Q., MD	DEWITT, JAMES J., MD
Gender	Male	Male	Male	Male	Male
Specialty	Orthopedic Surgery	Orthopedic Surgery	Orthopedic Surgery	Hand Surgery	Orthopedic Surgery
Accepting New Patients	New Patients	New Patients	New Patients	New Patients	New Patients
Board Certifications	American Osteopathic Board of Orthopedic Surgery	Other - Not Listed, American Osteopathic Board of Orthopedic Surgery	American Board of Orthopedic Surgery	American Board of Orthopedic Surgery	American Board of Orthopedic Surgery
Education	Kansas City College Of	Michigan State	Northwestern Memorial	Wayne State University	Wayne State University

Click on the doctor's name for more detailed information on a provider, including:

- Office location and hours
- Plans accepted
- Gender
- Languages spoken
- Specialties
- Group and hospital affiliations
- Board certifications
- Education
- Quality reports

Find a detailed provider overview all in one location.

NOT REGISTERED?

All you need are a few minutes and your Blue Cross or Blue Care Network ID card:

1. Visit bcbsm.com/register.
2. Click on *GET STARTED NOW* and follow the instructions.

Visit bcbsm.com/understand-cost/ to learn how you can start using bcbsm.com to shop for care and make more informed health care decisions.



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Blue Care Network**
of Michigan

Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association