



## 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) Visit the Blue Shield website – [www.blueshieldca.com/csac](http://www.blueshieldca.com/csac), scroll down and click on “Find a Doctor” to find a network, doctor or hospital.

### Discover your Blue Shield plan benefits

We're proud to serve you and those who depend on your for healthcare coverage

#### Quick links

Find a doctor	>
Health plan information	>
Pharmacy benefits	>
Programs and services	>
About Blue Shield	>
Register an account	>
Log in	>
Contact us	>

2) Select your plan to view more options. For Gold and EPO, select "PPO, EPO, or HDHP plans".



## Find a network, doctor or hospital

### Access+ HMO plans

Find providers within California >

To search by primary care physician (PCP) by doctor name, select "Doctors". To search by specialty, click on "Primary Care Physician". You may need your selected PCP's provider number and medical group/Independent Practice Association (IPA) number when you enroll in the HMO plan for the first time. To find these numbers click on the doctor's address. The Medical Group/IPA ID number can be found by clicking on the physician's medical group/IPA name.

#### Traveling outside of California?

Find providers in all other States >

Enter alpha-numeric: CSR or first three letters of your member ID number

Find providers outside of the United States >

### PPO, EPO, or HDHP plans

Find providers within California >

A PPO plan lets you continue seeing your current doctor for most covered services even if your doctor isn't part of Blue Shield's extensive network. Keep in mind that you if you seek care from a physician that is not part of the Blue Shield PPO network, you will pay more for each visit.

#### Traveling outside of California?

Find providers in all other States >

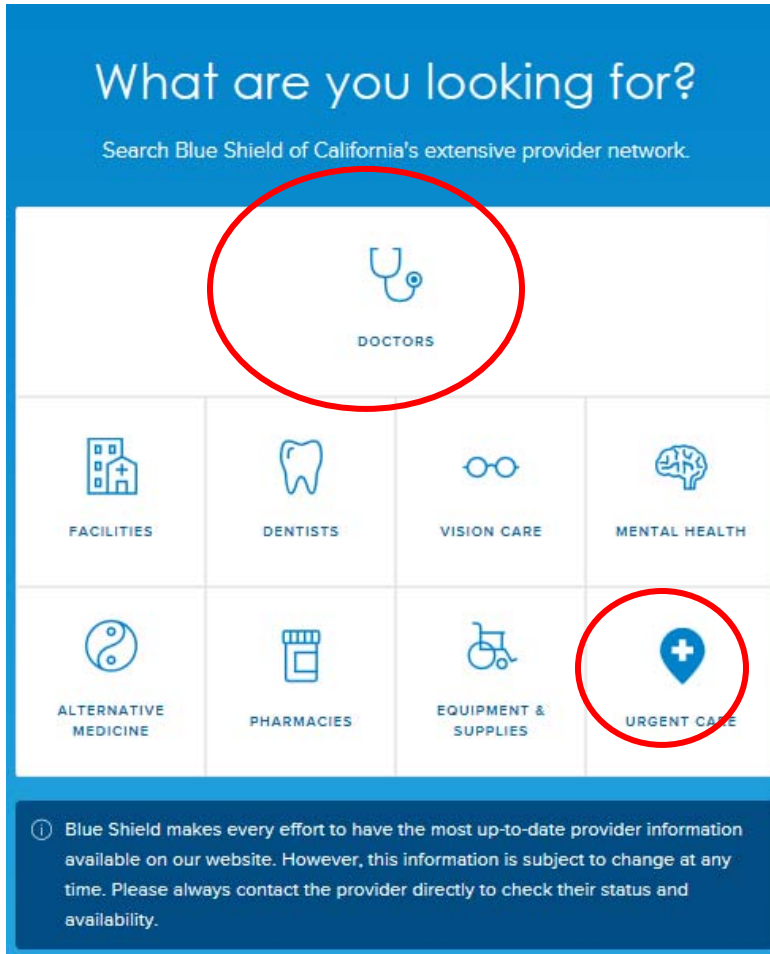
Enter alpha-prefix: CSR or first three letters of your member ID number

Find provider outside of the United States >

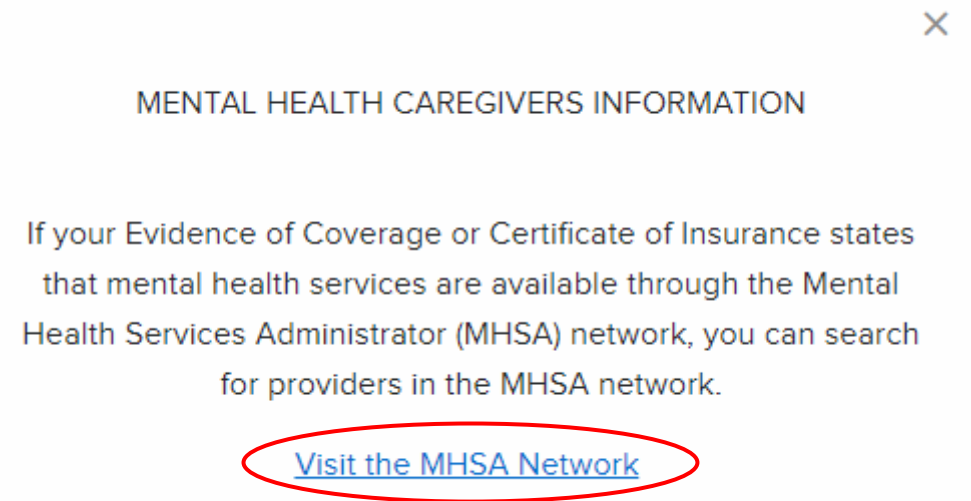
Enter alpha-prefix: CSR or first three letters of your member ID number

- 3) You will be taken to this page. Select your option to search. For example, for “Doctors”, search by zip code, then select “Doctor Type” or “Doctor Name”. Once you enter your desired information, click on “search”.

You can also search for “Urgent Care Centers”.



- 4) **HMO Plan Participants:** For the “Mental Health Clinician” option, you will have the window below pop up. Select “Visit the MHSA Network”.

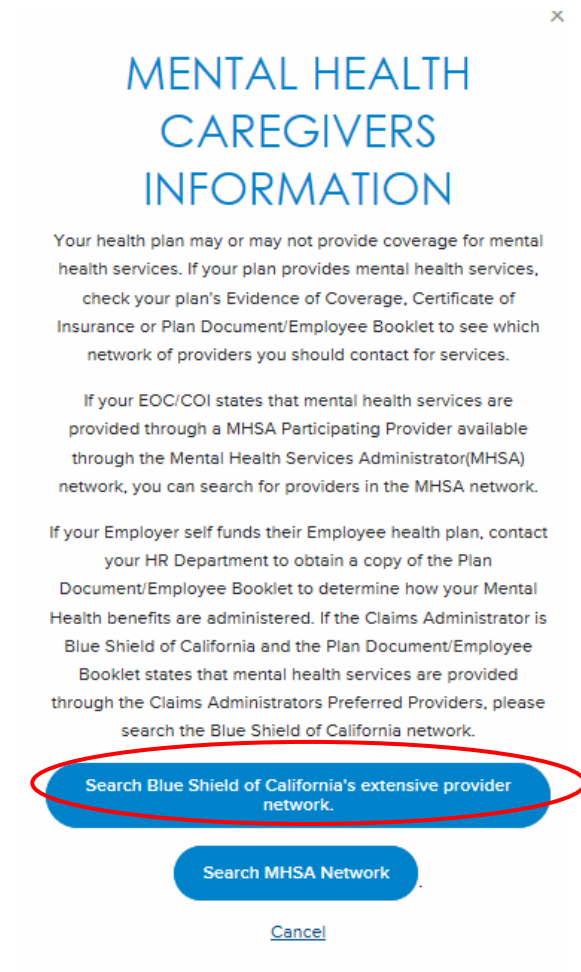
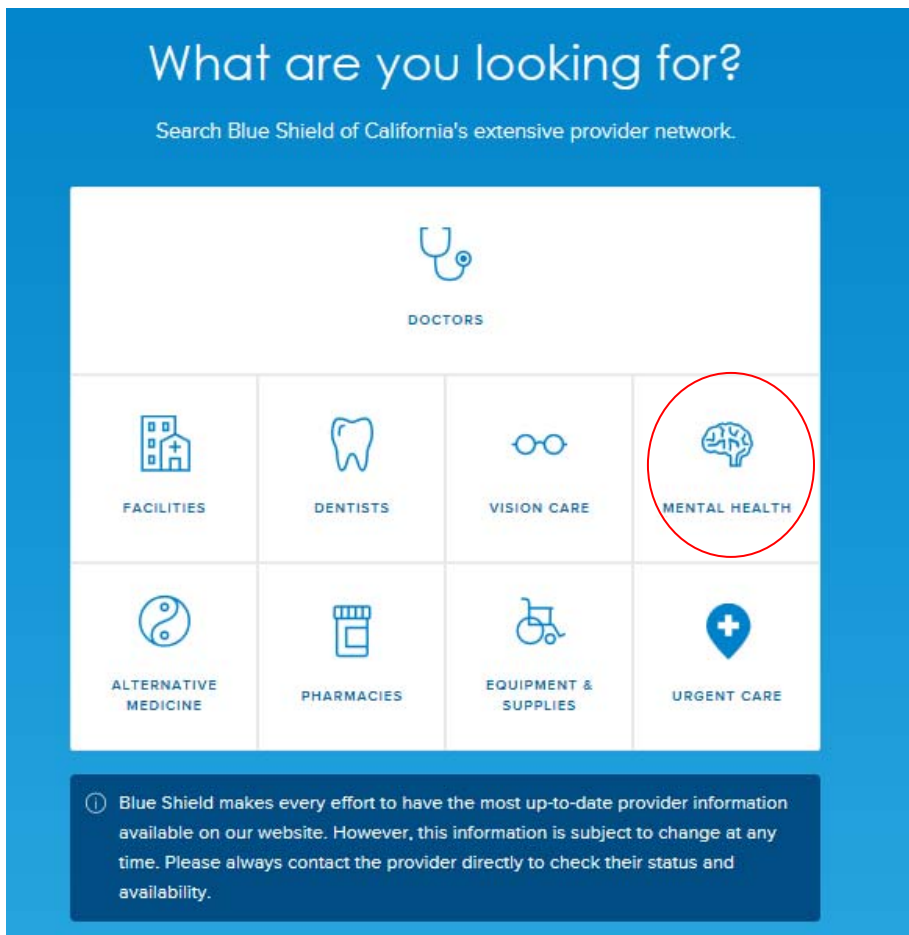


5) On the "Choose Your Benefit Plan" option, select "BSC MHSA" then enter the rest of the required options.

The screenshot shows the Blue of California website's navigation bar with the logo on the left and the phone number 877-263-9952 on the right. The main navigation menu includes WELCOME, PROVIDERS (selected), BENEFITS, HEALTH INFORMATION, MEMBER SERVICES, CARE GUIDE, MANAGERS, and a REGISTER button. On the left side, there is a sidebar with links for Provider Search, Provider Search ABA, Prepare for Your Appointment, About Providers, and My Progress. The main content area features a banner with the text "Life is full of twists and turns. A little bit of support can go a long way. Find a provider today." and an "Additional Resources" box listing "Get Care Faster" and "Applied Behavior Analysis (ABA) Provider Search". Below the banner is a search form with tabs for "Location" and "Provider Info". The form includes a "Choose your Benefit Plan" dropdown menu, a "Search by Address" section with "Zip Code" and "Distance" fields, and a "SEARCH" button. A note states "Fields marked with an asterisk \* are required."

6) **Gold PPO/EPO Participants:** For the “Mental Health Clinician” option, you will be taken to the page below. Click on “Mental Health”.

7) Once you select this option, you will be directed to the screen below. Click on “Search Blue Shield of California’s Extensive Provider Network”.

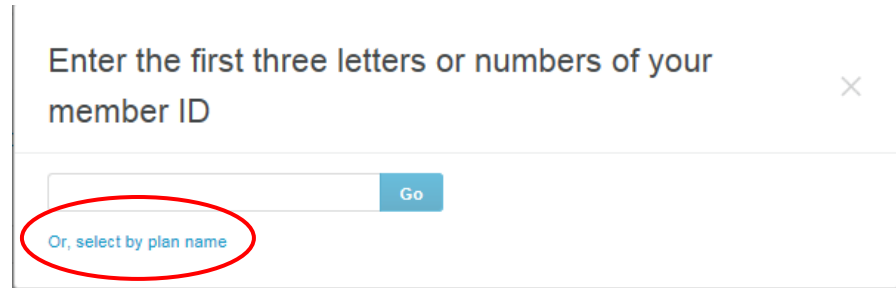
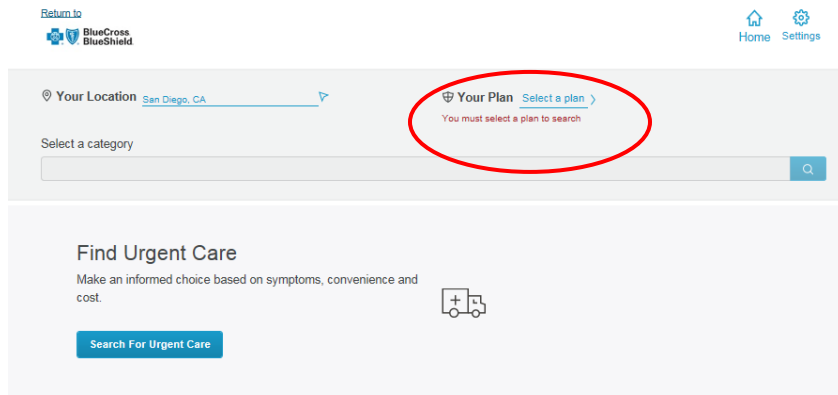


# How to Locate a Provider or Facility OUTSIDE of CALIFORNIA

Blue Cares – For Members located Outside of California

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

1. Go to the Blue Shield Blue Care's website – <http://provider.bcbs.com/>
2. Under "Your Plan", click on "Select Plan". If you have your member ID available, it will ask you to enter the first three letters of your ID or you may click on "Or, Select by Plan Name", and select BlueCard PPO/EPO.




## Choose your plan to get started ×

Your state and national plan names are listed on your health insurance ID card. If you need help finding your plan, please call your insurance plan's customer service department.

[Or enter member ID prefix](#)

**Search by name of plan**

**Or, browse 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.

3. From there, you'll be able to select a doctor by name or specialty, hospitals and urgent care facilities.