



BlueCross BlueShield of Illinois

Provider Finder[®] Tips

May 11, 2018

The content contained within this guide is proprietary information and is intended for contracted agents, brokers and providers of Blue Cross and Blue Shield of Illinois. It should not be shared with members, employer groups or prospects. This guide is for training only. Do not use without permission.

© Copyright 2018

Provider Finder: Changes At a Glance

What:

We recently changed the Provider Finder tool on our sites so our members can more easily locate in-network physicians, specialists and other health care providers.

Why:

- Achieve better in-network utilization
- Help “guests” (members that don’t sign in) achieve focused results
- Allow members to transition to provider searches for pharmacy, dental and vision

How:

Guest users will be guided through a series of intuitive prompts that are designed to achieve focused results and drive in-network utilization.

Provider Finder: Searching as a Guest

The screenshot shows the BCBSIL website's Provider Finder interface. The top navigation bar includes links for Insurance Basics, Shop Plans & Products, Find a Doctor or Hospital (highlighted), Member Services, and Log In. Below the navigation bar, there are several promotional banners, including one for '2018 Special Enrollment' and another for 'View Prescription Drug Plan Details'. The main content area is titled 'Find a Doctor or Hospital' and includes a search bar. Below the search bar, there are two columns: 'Are You a Member?' and 'Not a Member Yet?'. The 'Are You a Member?' section includes a 'Member Login' button and a 'Search as Guest' button (highlighted). The 'Not a Member Yet?' section includes a 'Search as Guest' button (highlighted).

1. Begin at www.bcbsil.com and click “Find a Doctor or Hospital.”
2. On the “Find a Doctor or Hospital” page, users can log in or continue as a “guest.”
 - The best way for members to use Provider Finder is to log into Blue Access for MembersSM. This helps ensure the most accurate results based on their plan. There are no changes to the tool for members that log in, except for HMO members.
 - The biggest change to Provider Finder is for users that “Search as Guest” and members with HMO plans that log in to Blue Access for Members.

Provider Finder: Searching as a Guest

The screenshot shows the 'Find a Doctor or Hospital' page. On the left, there are two main search options: 'Find an In-Network Provider' (highlighted with a green box and labeled 'A') and 'Are You Shopping? Find a Provider by Name or Location' (highlighted with a pink box and labeled 'B'). The 'Find an In-Network Provider' section includes a sub-header, a brief description, and a 'Search In-Network Providers' button with a green arrow pointing to it. Below this is a separator '-- or --'. The 'Are You Shopping?' section includes a sub-header, a 'Search All Providers' button with a pink arrow pointing to it, and a disclaimer. On the right side of the page, there are two sections: 'Member Login' with a 'Log in' button and 'Plans & Pricing' with a 'Shop Plans' button. At the bottom left, there is a 'Helpful Links *' section with two links: 'Federal Employee Program Providers' and 'Blue Cross Medicare Advantage Elite (HMO-POS)SM'.

Find a Doctor or Hospital

A Find an In-Network Provider
Tell us about yourself, and we'll help you find a provider so you can get the care you need.
[Search In-Network Providers](#) ←

-- or --

B Are You Shopping? Find a Provider by Name or Location
[Search All Providers](#) ←
Find Medicare or Medicaid providers using the [Helpful Links](#) below
Disclaimer: Search results may show providers who are not in-network. Services from those providers may not be covered by your plan. Be sure to confirm a provider is in your plan network before seeking care

Member Login
View your account and plan information in Blue Access for MembersSM.
[Log in](#)

Plans & Pricing
See what health care plans are available in your area.
[Shop Plans](#)

Helpful Links *
[Federal Employee Program Providers](#)
[Blue Cross Medicare Advantage Elite \(HMO-POS\)SM](#)

You have two options when searching as Guest:

- ✓ **Path A: Search In-Network Providers**
This is the **Guided Guest** option. It's recommended for members who don't want to log into BAM. It takes the user through a series of guided prompts including selecting the member's plan/network.
- ✓ **Path B: Search All Providers**
This general **Provider/Location** option **bypasses** prompts. You can search by provider name and location.

Note: "Search All Providers" will **NOT** return providers of government programs; see "Helpful Links" instead.

Ⓐ Search In-Network Providers: Background

Find a Doctor or Hospital

Find an In-Network Provider

Tell us about yourself, and we'll help you find a provider so you can get the care you need.

How do you get insurance?

Through my employer or my spouse's employer

Are you a member or are you shopping for an insurance plan?

I am a member

Select the type of care you are looking for

Medical

Where do you live?

Illinois

Select Plan / Network

Preferred Provider OrganizationSM [PPO]

Doctor or Hospital Information

Required fields are marked with an asterisk (*). All other fields are optional.

Enter a doctor, facility or clinic name

Located near (enter zip code, city or an address)*



Member Login

View your account and plan information in Blue Access for MembersSM.

Log in

Can't find your 3-character prefix?

To ensure providers are within your network, use the 3-character prefix (may be a combination of letters and numbers) before your ID number on your insurance card.



Why Develop a Guided Prompt Pathway?

- Because members frequently use Provider Finder as Guests (without logging into Blue Access for Members), we developed a series of prompts to help focus results, including one that requires users to choose a Plan/Network.
- Based on their plan, a Guest may select Medical, Dental, Vision or Pharmacy to find a provider offering those services.
- Selecting a Plan/Network is critical to helping members find in-network providers.

Ⓐ Search In-Network Providers: Step 1

Find a Doctor or Hospital

About Yourself

Tell us about yourself, and we'll help you find a provider so you can get the care you need.

How do you get insurance?

How do you get insurance?

I buy it myself

Through my employer or my spouse's employer

Through Medicare

Through Medicaid or other state-run programs

[Understanding Health Care Coverage](#)

[Find a Provider Outside the United States](#)

[Breastfeeding Counseling](#)

[View Network Selection Criteria for Doctors and Hospitals](#)

[Provider Finder® Disclaimer](#)

Member Login

View your account and plan information in Blue Access for MembersSM.

[Log in](#)

Plans & Pricing

See what health care plans are available in your area.

[Shop Plans](#)

MARKET SEGMENT PROMPT

How do you get insurance?

1. I buy it myself: *Retail (including Medicare Supplement)*
2. Through my employer or my spouse's employer: *Group*
3. Through Medicare: *MAPD & PDP*
4. Through Medicaid or other state-run programs: *Medicaid*

Ⓐ Search In-Network Providers: Step 2

Find a Doctor or Hospital

About Yourself
Tell us about yourself, and we'll help you find a provider so you can get the care you need.

How do you get insurance?
I buy it myself

Are you a member or are you shopping for an insurance plan?
Are you a member or are you shopping for an insurance plan?
I am a member
I am shopping for this year

Helpful Links
Which Network Covers My Plan?
Learn About the Types of Doctors, Hospitals, and Other Health Care Providers
Learn About Provider Specialties
Treatment Expertise/Limitation
Understanding Health Care Coverage
Health Care Options
In-Network Options

 **Member Login**
View your account and plan information in Blue Access for MembersSM.

Log in

 **Plans & Pricing**
See what health care plans are available in your area.

Shop Plans

USER TYPE PROMPT

Are you a member or are you shopping for an insurance plan?

1. I am a member

Users that select “I am a member” will need to choose a plan/network from a list that includes all active plans.

2. I am shopping for this year

Users that select “I am shopping for this year” will only see current plans/networks available for sale.

Ⓐ Search In-Network Providers: Step 3

Find a Doctor or Hospital

About Yourself
Tell us about yourself, and we'll help you find a provider so you can get the care you need.

How do you get insurance?
I buy it myself

Are you a member or are you shopping for an insurance plan?
I am a member

Select Plan / Network

Select Plan / Network
BlueCare DirectSM, in collaboration with Advocate Health Care [BHD] (Silver)
Blue Choice Preferred PPOSM [BCE] (Bronze, Silver, Gold, Security)
Blue FocusCareSM [BFC] (Bronze, Silver, Gold)
Blue Precision HMOSM [BAV] (Bronze, Silver, Gold)
PPO

[Learn About the Types of Doctors, Hospitals, and Other Health Care Providers](#)

[Learn About Provider Specialties](#)

Member Login
View your account and plan information in Blue Access for MembersSM.
Log in

Plans & Pricing
See what health care plans are available in your area.

Select: Participating Provider Organization [PPO]

NETWORK PROMPT

Select Plan/Network

- A list of networks appears, driven by previous selections.
- Choosing a network is an important component of Provider Finder. It's critical to helping members find in-network providers.
- If search results do not list the provider you are looking for, start a new search and select an alternate plan/network or use the search all providers feature.

Ⓐ Search In-Network Providers: Step 4

Find a Doctor or Hospital

About Yourself
Tell us about yourself, and we'll help you find a provider so you can get the care you need.

How do you get insurance?
I buy it myself

Are you a member or are you shopping for an insurance plan?
I am a member

Select Plan / Network
PPO

Select the type of care you are looking for
Select the type of care you are looking for
Medical
Pharmacy
Vision Pediatric
Dental Pediatric

[Learn About the Types of Doctors, Hospitals, and Other Health Care Providers](#)

 **Member Login**
View your account and plan information in Blue Access for MembersSM.

[Log in](#)

 **Plans & Pricing**
See what health care plans are available in your area.

[Shop Plans](#)

PROVIDER TYPE PROMPT

Select the type of care you are looking for

- Options will vary depending on your previous selections and are specific to each market segment.
- When Pharmacy, Vision or Dental options are selected under “type of care” users will be directed to existing sites. Those sites have not changed.

NOTE: “Dental” is not listed when the Retail Market (“I buy it myself”) is selected. You can find the same dental providers by selecting “Dental Pediatric”.

A Search In-Network Providers: Step 5

BlueCross BlueShield of Illinois **Provider Finder®**
Last Updated: 05/09/2018

Searched by: IL > 60074 > 60074 > 60074 > PPO > Radius: 15 Miles

You've Selected:
State: IL
Zip Code: 60074 (Remove)
Travel Distance: 15 Miles
Network Type: PPO

Narrow your results by:
Filter City
Filter County
Filter Hospital Affiliation
Filter Specialty
Filter Provider Type
Filter Additional Services
Filter Essential Community Providers
Filter Language
Filter Hospital Safety Score
Filter Gender
Filter Extended Hours

Results 1 - 50 (of 22,000)

Name
Northwest Community Health Svcs 1914 N Rohlwing Rd Rolling Meadows, IL 60008 Phone: (847)259-6200
Peter, Nancy E, LCSW 1215 N Williams Dr Palatine, IL 60074 Phone: (847)212-6329
Natural Education of Wellness P C 1590 N Rand Rd Ste 202 Palatine, IL 60074 Phone: (224)676-0463
Kocher, Jasbir S, DC 1590 N Rand Rd Ste 202 Palatine, IL 60074 Phone: (224)676-0463
Zizzo, Joseph D, OD 1590 N Rand Rd Ste K Palatine, IL 60074 Phone: (847)934-7616

Search Criteria:
Location: 60074
State: IL
Zip Code: 60074
Travel Distance: 15 Miles
Network: PPO

In-Network Options:
Searching for specialty pharmacy, independent clinical laboratory, or durable medical equipment providers? [Learn more about your in-network options](#)

Start a New Search:
[Return to the home page and start a new search](#)

Provider Record: Nancy Peter LCSW

Address: 1215 N Williams Dr, Palatine, IL 60074
Phone: (847)212-6329
Office Hours:
Monday: 05:00 PM-07:00 PM
Tuesday: Closed
Wednesday: 05:00 PM-07:00 PM
Thursday: Closed
Friday: Closed
Saturday: Closed
Sunday: 09:00 AM-12:00 PM
*These hours are not a guarantee of availability, please call your doctor/provider to verify.

NPI: 1902977085
Board Certified: Licensed Clinical Social Worker: None
[View most current Board certification status](#)
Education: Loyola University Chicago
Graduation Date: 05/30/1996
[Physician/Hospital Information Validation](#)

Network Information:
This provider is part of the medical group(s) and networks shown here. You will also find other details such as where to find this provider, hospitals where this provider can treat patients, specialties, and more. Select a network below to view more information.

- Participating Provider Organization
- BasicBlue PPOSM [PPO]
- Blue PPOSM [PPO]

SEARCH RESULTS

Provider Record

Once you receive a list of providers, click on the provider name for a detailed record.

Ⓑ Search All Providers: Step 1

Are You Shopping? Find a Provider by Name or Location

Find Medicare or Medicaid providers using the [Helpful Links](#) below

Disclaimer: Search results may show providers who are not in-network. Services from those providers may not be covered by your plan. Be sure to confirm a provider is in your plan network before seeking care

Doctor or Hospital Information
Required fields are marked with an asterisk (*). All other fields are optional.

Enter a doctor, facility or clinic name

Located near (enter zip code, city or an address)*
60601

Select state searching in* Distance
Illinois Within 15 miles

More Search Options +

 **Plans & Pricing**

See what health care plans are available in your area.

[Shop Plans](#)

DOCTOR OR HOSPITAL INFORMATION

Basic Information

1. Enter a doctor, facility or clinic name *(optional)*
2. Enter a location: zip code, city or an address *(required)*
3. Choose a state *(pre-populated and required)*
4. Select a distance *(optional)*

Ⓑ Search All Providers: Step 2

Doctor or Hospital Information

Required fields are marked with an asterisk (*). All other fields are optional.

Enter a doctor, facility or clinic name

Located near (enter zip code, city or an address)*

76120

Select state searching in*

Texas

Distance

Within 15 miles

Less Search Options

I'm searching for a:

Search all provider types

Who specializes in:

Search all specialties

Provider accepts new patients

Providers with Bridges to Excellence

DOCTOR OR HOSPITAL INFORMATION

Advanced Search Options

Use the expandable/collapsible “More/Less Search Options” for additional filtering.

ⓑ Search All Providers: Step 3

I'm searching for a:

Search all **provider types**

- Search all provider types
- Doctor Or Medical Professional
- Hospital Or Other Facility
- Medical Group Or Other

Who specializes in:

Search all **specialties**

- Search all specialties
- Adolescent Medicine
- Endocrinology, Diabetes & Metabolism
- Family Practice
- General Acute Care Hospital
- General Practice
- Geriatric Medicine
- Gynecology
- Internal Medicine
- Mixed Specialties Clinic
- Obstetrics-Gynecology
- Pediatric Cardiology
- Pediatrics
- Physical Medicine & Rehabilitation
- Pulmonary Disease

- Provider accepts new patients
- Providers with Bridges to Excellence
- Providers who speak Spanish
- Providers with recognitions/certifications
- Board certified providers
- Providers with Blue Distinction Centers® / Blue Distinction Centers®+
- Providers with accreditations
- Providers with Blue Distinction Total Care

DOCTOR OR HOSPITAL INFORMATION

Filtering Options

1. Provider Types
2. Specialties
3. Additional Provider Attributes

Ⓑ Search All Providers: Step 4

BlueCross BlueShield of Illinois **Provider Finder®**
Last Updated: 05/09/2018

Search | FAQs | Company Information | Disclaimer | Language Assistance | En español

You've Selected:
State: IL
Zip Code: 60074 (Remove)
Travel Distance: 15 Miles
Network Type: PPO

Narrow your results by:
Filter City
Filter County
Filter Hospital Affiliation
Filter Specialty
Filter Provider Type
Filter Additional Services
Filter Essential Community Providers
Filter Language
Filter Hospital Safety Score
Filter Gender
Filter Extended Hours

Close Important Notes:
Joining Network or Location: This provider will be joining the network location soon. Services provided may not be covered until this provider is active.

Search Results:
Results 1 - 50 (of 22,000)
A B C D E F G H I J

Search Criteria:
Location: 60074
State: IL
Zip Code: 60074
Travel Distance: 15 Miles
Network: PPO

In-Network Options:
Searching for specialty pharmacy, independent clinical laboratory, or durable medical equipment providers? [Learn more about your in-network options](#)

Start a New Search:
[Return to the home page and start a new search](#)

Provider Record: Nancy Peter LCSW
Address: 1215 N Williams Dr Palatine, IL 60074
Phone: (847)212-6329
NPI: 1902977085
Board Certified: Licensed Clinical Social Worker: None
Education: Loyola University Chicago
Graduation Date: 05/30/1996
Gender: Female
Other Languages Spoken: None

Network Information:
This provider is part of the medical group(s) and networks shown here. You will also find other details such as where to find this provider, hospitals where this provider can treat patients, specialties, and more. Select a network below to view more information.

- Participating Provider Organization
- BasicBlue PPOSM [PPO]
- Blue PPOSM [PPO]

SEARCH RESULTS

Provider Record

Once you receive a list of providers, click on the provider name for a detailed record.