



## BLUE CARE NETWORK FREQUENTLY ASKED QUESTIONS

### **Primary Care Physician (PCP)**

Your primary care physician's role is to manage the entire spectrum of your health care services – from basic health service to treatment for illness.

BCN primary care physicians are MD's (Medical Doctors) or DO's (Osteopathic Doctors) who specialize in one of the following areas:

- Family/General Practice
- Internal Medicine
- Pediatrics
- Internal Medicine/Pediatrics
- Preventive Medicine

Each family member may select a different primary care physician.

### **Changing Primary Care Physician's**

You can change your PCP by doing the following:

- Visit MiBCN.com
- Call Customer Service t 800-662-6667

All PCP changes become effective two business days after receipt of your request. If your primary care or specialty physician leaves the BCN network, you may call BCN Customer Service to discuss options to continue care for a short period of time with that physician.

### **Choosing a Woman's Choice Physician**

There is no referral needed under the BCN Woman's Choice Program. The program is "self-referral" which means any female member needing routing gynecological or obstetrical care may visit a BCN-affiliated gynecologist, obstetrician or obstetrician-gynecologist directly – without a referral from her primary care physician.

You can find a Woman's Choice doctor online at [MiBCN.com/find](http://MiBCN.com/find).

Information Only – ALWAYS call BCN Customer Service at 800-662-6667 to confirm benefits and eligibility prior to seeking services.

### BlueCard Worldwide

You can receive benefits when you are traveling. BCN provides routine, urgent and follow-up care through BlueCard,

IF YOU'RE TRAVELING	AND YOU NEED	HERE'S WHAT YOU DO
<b>In Michigan where BCN is offered</b>	Emergency care (immediate medical attention needed)	Call 911 or go to the nearest hospital room
	Urgent care (condition that requires a medical evaluation within 48 hours)	Call your physician, or call Customer Service at 800-662-6667 to help you locate a BCN participating Urgent Care Center.
	Follow-up care (for a medical condition that started before you left home)	Call Customer Service at 800-662-6667 to locate a physician at your destination
<b>In Michigan where BCN is not offered</b>	Emergency care <b>only</b>	Call 911 or go to the nearest hospital emergency room.
<b>In the United States but outside Michigan</b>	Emergency care <b>only</b>	Call 911 or go to the nearest hospital emergency room.
	Urgent care	Call BlueCard at 1-800-BLUE (2583) to find a provider
	Follow-up care	Call BlueCard at 1-800-BLUE (2583) to find a provider
<b>Extended stays out of state</b>	Ongoing care	Members who plan to live out of state for a period of time should contact Blue Card (1-800-810-2583) for a Blues participating provider in the area where they will be located.
<b>Outside the United States</b>	Emergency care <b>only</b>	Go to the nearest hospital emergency room. (You may have to pay for services and then seek reimbursement.)

Information Only – ALWAYS call BCN Customer Service at 800-662-6667 to confirm benefits and eligibility prior to seeking services.



### **The Referral Process**

Once your doctor has determined that your condition requires specialist care, he or she will give you authorization for that care for a specific treatment period. Your specialist will determine the services required and the number of visits for that treatment period. Always contact your Primary Care Physician to get the most from your BCN coverage. *Care you seek on your own may not be covered.*

- You must have authorization from your Primary Care Physician to see a specialist
- The authorization may cover a period of time, from 30 days to 365 days
- Your specialist cannot refer you to another specialist without an additional authorization from your primary care physician.
- If you change your primary care physician while a specialist is treating you, your new primary care physician must reauthorize the treatment you are receiving. Your treatment may not be covered until that occurs.

### **Emergency Care Coverage**

Blue Care Network covers emergency care for two types of problems:

- Accidental injuries
- Medical emergencies

Emergency room treatment for routine medical care (such as headaches, colds or slight fevers) is not covered. If you are not sure whether your condition (such as high fever, sharp or unusual pain or minor injury) requires emergency care, but you believe it needs prompt attention, it's best to call your primary care physician.

Information Only – ALWAYS call BCN Customer Service at 800-662-6667 to confirm benefits and eligibility prior to seeking services.