



Confidence comes with every card.®

## Managing your health plan online has never been easier.

With your member account at **bcbsm.com**, you have access to:

### One site. One stop.

- **Personal snapshot of your plan:** Check out easy-to-understand graphics that provide a quick snapshot of your deductibles, coinsurance and claims.
- **Single user ID for life:** Once registered, your personal ID stays with you, even if you switch plans, change jobs or retire.

### The power to compare.

- **Powerful search capabilities:** We've added more search and filtering functionality, so you can find the doctors and hospitals that you prefer.
- **Helpful patient reviews:** You can read reviews about specific doctors from other patients and write your own reviews.

### On the go. Good to go.

- **24/7 access:** With your mobile device, you have another way to access important plan information when you need it most, 24 hours a day, seven days a week.
- **On-the-spot doctor and hospital search:** Make decisions on where to go, when you're on the go.
- **Virtual ID card:** If you forgot to bring your ID card to your doctor appointment, there's no need to worry. You can access your virtual ID card right from your mobile device.

### Register now – we've made it easy for you:

- Visit **bcbsm.com**.
- Click **LOGIN** in the upper right corner.
- In the **LOGIN** box, click **Register Now**.  
You'll need your member ID card and just a couple minutes.



# Use *Find a Doctor* to select a primary care physician at [bcbsm.com](https://bcbsm.com).

## Trinity Health Network (PPO) — Tier 1

The Trinity Health Network (PPO) — This tier is comprised of Trinity Health facilities and aligned professional providers. You'll have the lowest deductible, coinsurance and out-of-pocket maximum amounts when covered services are provided by a Trinity Health network provider.

Physicians can be listed as Tier 1 or Tier 2 depending on the office location, please verify with the physicians office the Tier benefit level.

## Trinity Health Network (PPO) — Tier 2

This tier is comprised of doctors and hospitals that are part of Blue Cross' PPO network and not in Tier 1. These providers have signed an agreement with Blue Cross to accept our approved amount as payment for covered services. When services are performed by PPO in-network providers, you'll have larger deductible, coinsurance and out-of-pocket maximum amounts than Tier 1 providers.

If a provider shows as Tier 1 and Tier 2 at the same location, Tier 1 benefits will be applied

Mayo Clinic and City of Hope Comprehensive and Treatment Centers (formerly Cancer Treatment Centers of America) are not covered providers.

## To select a PCP or find a doctor, hospital or other health care provider, follow these steps:

1. Go to [bcbsm.com](https://bcbsm.com) and log in if you're a member. If you aren't a member, click *Find a Doctor*, then click *Search* without logging in. Skip to Step 5.
2. Hover your mouse over *Doctors & Hospitals* and click *Primary Care Physicians*.
3. To select or change a PCP, click *Select PCP or Change PCP*.

Member	Physician	Status	Action
Jason	Doctor not selected	Jason has not selected a primary care physician. To be eligible for the lowest costs for care, Jason should consider using a Tier 1 primary care physician.	Select PCP

4. PCP results will show based on your address that is registered with BCBSM.
5. If you aren't a member, enter your location, click *All Plans*, select *Find a Different Plan*, then Trinity Health Network (PPO). Click again to confirm your selection. You won't have to select a PCP until you're a member.
6. If you would like to search for doctors by name or by specialty, or for places by name or type, click on the dashboard and click on the search you want to perform. When searching by provider name, type the full name in the search box and hit *Enter*. **Don't select the name in the drop-down box even if the name appears. It may skew the results.**

If you did not log in to your account, ensure your selection is in your network, by entering your alpha prefix (either TIY or TIE or VXO) from your Blue Cross membership card.

Alpha Prefix	Name	Address	Action
TIY	Forrest, George P, MD	320 S Pearl St Albany, NY 12202 0.7 miles Get directions	Select PCP

7. To select the PCP, click *Select PCP* under the picture. Please note that mid-level practitioners, such as physician assistants and nurse practitioners, are not selectable as PCPs. If your primary care provider is a mid-level practitioner, select a physician in that practice.

Alpha Prefix	Name	Address	Action
TIY	Jones, Christine M, DO	4350 Jackson Rd Ste 200 Ann Arbor, MI 48103 4.5 miles Get directions	Select PCP

8. Click on the members to select a PCP. Click *Change PCP* to change.
9. A success message will be displayed. Click *Close*.
10. Go back to the [bcbsm.com](https://bcbsm.com) page. Click *View PCPs* to refresh.