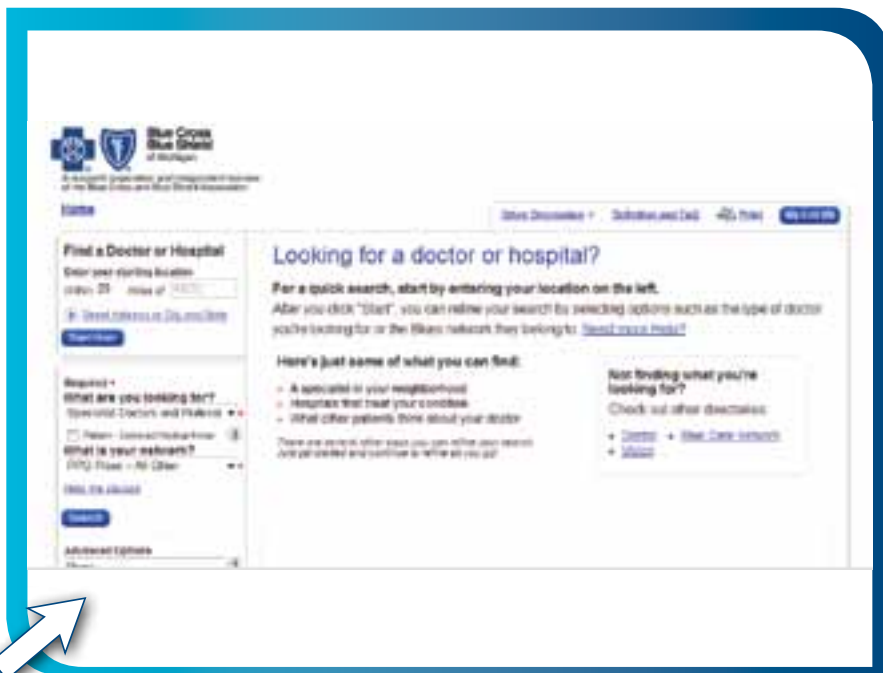




Finding a doctor or hospital online is easier, includes more information

Check out our redesigned and enhanced provider search function and directory on the Blue Cross Blue Shield of Michigan website, making it easier to find doctors and hospitals right for you.

These are the changes you'll see in the Blue Cross Blue Shield of Michigan *Looking for a doctor or hospital?* located on **bcbsm.com**, our public website, and in Member Secured Services, our secure, self-service site for BCBSM members:



- **More searchable criteria** — You can search for a provider from either location using criteria that weren't previously available, including gender, extended office hours, secondary languages spoken, hospital affiliation, board certified physician, medical specialty, patient-centered medical home or Blue Distinction Center® designation.
- **Compare providers easily** — You can compare up to six doctors or facilities side-by-side with selected criteria.
- **Review your doctor** — You or anyone can also read reviews of doctors on **bcbsm.com**. If you are a member, you can write or read a review of your doctor when you log in to Member Secured Services. We encourage you to write a review of your doctor.

- **Print** — You can print the directory from either **bcbsm.com** or Member Secured Services.
- **Nationwide access** — When searching for an out-of-state doctor or hospital, you will no longer need to access the Blue Cross and Blue Shield Association website. You can find out-of-state doctors directly from the **bcbsm.com** search function. If you use the BCBSA website to find a Michigan provider, you'll be redirected to **bcbsm.com**.
- **Cost estimates merged into directory** — Cost-range estimates for certain procedures performed in hospitals and other facilities are included within the search function and directory on the Member Secured Services site. You will no longer need to leave Member Secured Services to get information from another application, such as Healthcare Advisor™. The cost-estimates are based on BCBS-approved amounts, but your actual out-of-pocket costs may be different depending on your deductible and cost-sharing plan.
 - Healthcare Advisor™ and its components — Hospital Advisor, Provider Selection Advisor, Treatment Cost Advisor and Medication Advisor — are no longer available. Instead, we've merged hospital and doctor information directly in the improved *Looking for a doctor or hospital?* on Member Secured Services so you won't have to leave our website.
 - Coverage Advisor will remain on the Member Secured Services site. It helps you select a health care coverage plan right for you by estimating costs based on the expected use of health care services and your actual benefits.
 - Members with BCBSM pharmacy coverage can find medication costs and resources on the secure Express Scripts® Medco® site.
- **Mobile** — In general, the search function and directory on **bcbsm.com** are more user-friendly for mobile devices and tablets. Next year, mobile enhancements to Member Secured Services will include features such as writing a review and researching cost estimates by provider and treatment.

Get started with *Looking for a doctor or hospital?*:

You can find the new search and directory in two locations —

➔ From Member Secured Services:

- Log in to Member Secured Services.
- Click on the *Hospitals, physicians and medications* tab.
- Click on *Find a Doctor*.

➔ From bcbsm.com:

On the lower right side of the home page, click on *Search for a doctor or hospital*.



**Blue Cross
Blue Shield**
of Michigan

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association