

How to use “Find a Doctor”


Are you switching plans and want to find out whether your provider participates in the Blue OptionsSM network? Are you interested in visiting a specialist or an alternative medicine practitioner, but don't know how to find one? Have you wanted to review directions to a physician's office or wanted to determine if your physician's practice is hospital owned and operated? If so, “Find a Doctor” link on the State Health Plan Web site can help you do all of these things and more!

Follow these simple instructions to begin utilizing the “Find a Doctor” link:

- 1) Start by visiting the North Carolina State Health Plan Web site at www.shpnc.org
- 2) On the right side of the screen, located in the blue navigation bar, you'll see the “Find a Doctor” link. Click there and you will be taken to the “Find a Doctor” page.
- 3) Once on the “Find a Doctor” page, you will see multiple options. To conduct a “Find a Doctor” search in North Carolina, click on [BCBCNC PPO Provider Search](#), listed under PPO Plan Members.
- 4) When you reach the search page, you will be asked for three things:
 - a. First you'll be asked to designate whether you would like to search for a traditional health provider or an alternative medicine practitioner
 - b. Second, you'll be asked to provide your ZIP code or to choose your county from the drop-down box
 - c. Third, you will be asked to choose what type of specialty you're looking for in a doctor (*You may choose to search all primary care physicians OR specialists)
- 5) You can narrow your search even further by entering in the provider's gender, language, practice name, and/or hospital affiliation, etc.
- 6) If you're searching for someone specific, you can type in your provider's first and last name, or the practice name if your provider is part of a group
- 7) When you've completed the required fields and any extra search fields, click on “Find Doctor Now” to conduct your search



Note: If you typed the provider's name only and your search returned with “0” results, try locating your provider by the practice name. All providers within the practice who participate with Blue OptionsSM should appear under the “practice name.” If you do not see your provider's name under the practice name search, please call State Health Plan Customer Service to verify that your provider participates in the Blue OptionsSM network.

Below are some examples of what you may see when you are using “Find a Doctor”.



Jane Quinn, M.D. Family Practice	101 Healthy Way Durham, NC 27710 phone: (919) 143-8282 0 miles from the center of 27710 Get Directions 
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After conducting a search, the returned results will typically look like the above example. All results will include the physician’s name, their type of practice they have, their office location and contact information, distance from your ZIP code, as well as a “Get Directions” option. Unless otherwise denoted, you will receive in-network office visit benefits and will only have to pay a copay for your visit.

Some physician practices are hospital-owned or operated. Instead of charging you a copay for an in-network office visit, these practices typically bill office visit services as an outpatient hospital visit instead. As a result, these services are subject to deductible and coinsurance.

John Doe, M.D. Gynecologic Oncology Main Street Diagnostic Clinic  Deductible/coinsurance <u>may</u> apply	123 Main Street Durham, NC 27710 phone: (919) 123-4567 3.6 miles from the center of 27707 Get Directions 
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In the example above, you will see the yellow donut icon. This icon denotes that you MAY have to pay the deductible and coinsurance for your in-network office visit with this physician because this physician practice may be hospital owned or operated.

Beth Provider, M.D. Family Practice  Deductible/coinsurance will apply	321 Elm Street Durham, NC 27710 phone: (919) 555-6543 0 miles from the center of 27710 Get Directions 
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In the example above, you will see that there is a red square icon. This icon denotes that you WILL have to pay the deductible and coinsurance for your in-network office visit and services provided during your visit with this physician because this physician practice is hospital owned or operated.

If you do not have access to the Internet or experience difficulties while using the “Find a Doctor” service, please call Preferred Provider Option (PPO) Customer Service at 1-888-234-2416 or your provider’s office and ask if your physician participates in the Blue OptionsSM network.