

# Instructions for Finding Blue Shield Participating Providers

Effective January 1, 2020

## Member Services by phone:

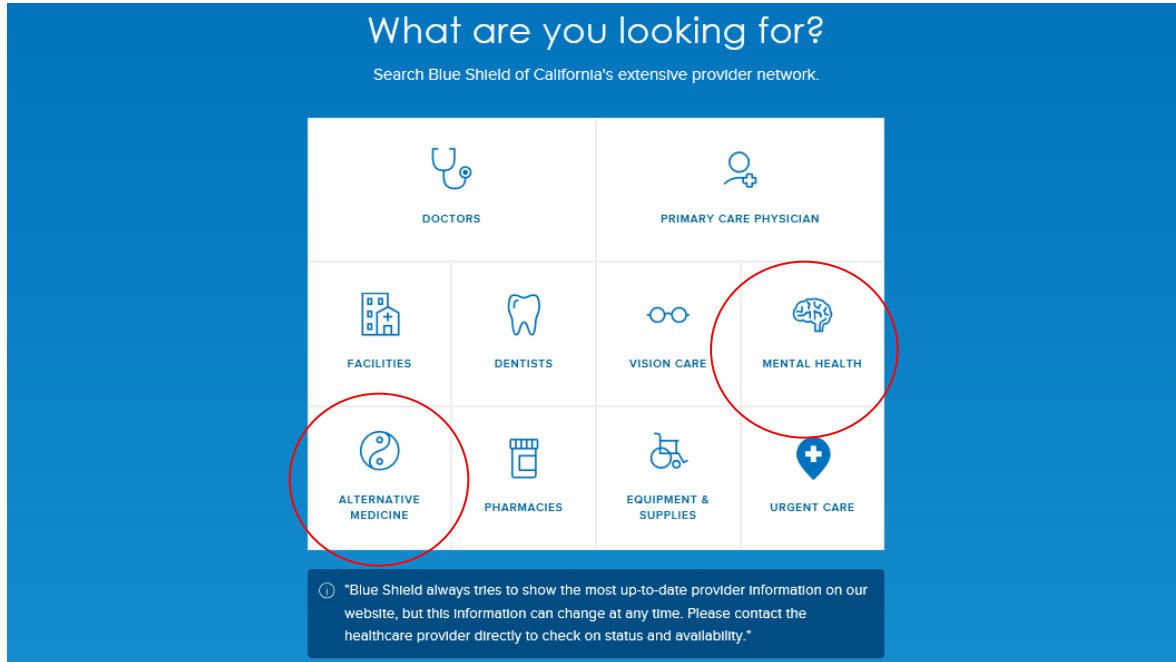
- HDHP and PPO Member Services number located on the back of your ID card (855) 599-2650 – 5am to 7pm PST
- American Specialty Health (ASH) in California (800) 678-9133 – 5am to 6pm PST
- Outside of California – (800) 810-BLUE (2583) – 24/7

1. Go to [blueshieldca.com/pponetwork](https://blueshieldca.com/pponetwork)
2. California doctors - Click on Find a Doctor

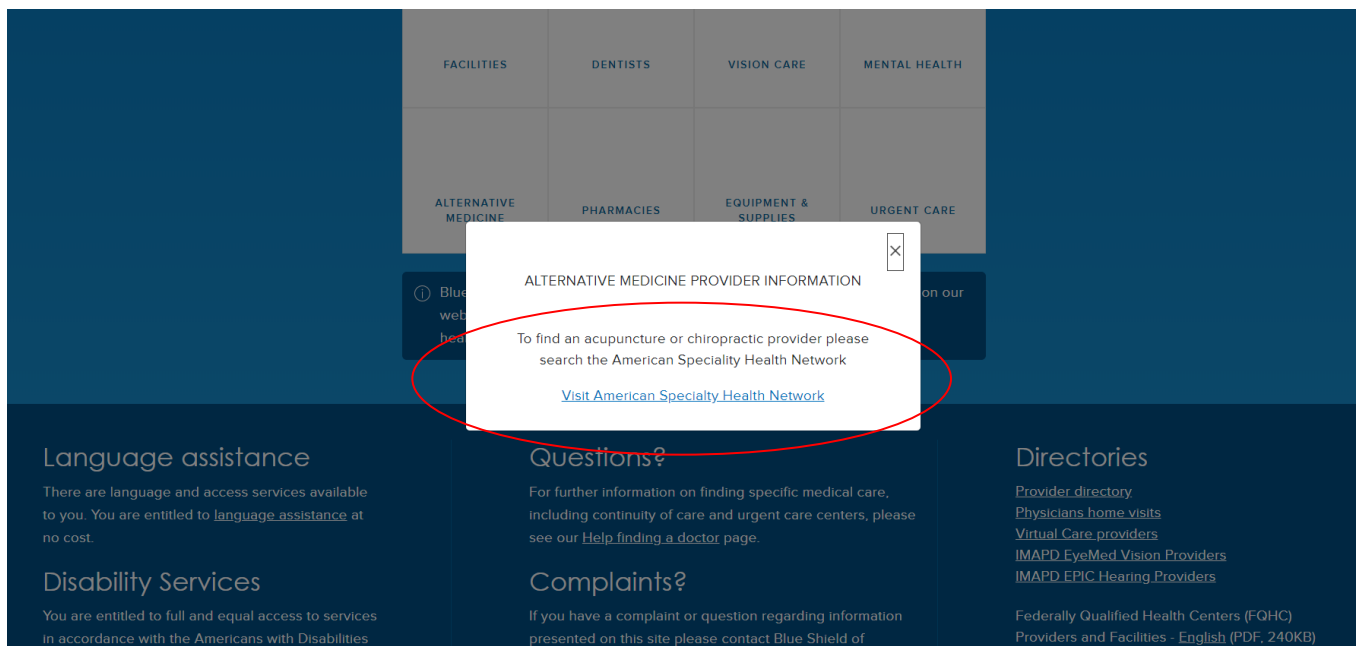
The screenshot shows the top navigation bar of the Blue Shield California website. The logo 'blue california' is on the left. In the center, there are four menu items: 'Shop plans', 'Be well', 'Get more', and 'Find a doctor'. The 'Find a doctor' link is circled in red. On the right, there is a 'Log in / Create account' button. Below the navigation bar is a blue banner with white text: 'Through September 30, 2020, out-of-pocket benefit costs for COVID-19 treatment will be waived. [Learn more.](#)' with a close button (X) on the right. Below the banner is a large image of a young girl wearing a white face mask, with a person's hands adjusting it. To the left of the image is a black box with the text 'MASKS SAVE LIVES' in white. Below the image are four blue buttons with white text: 'Coronavirus (COVID-19)', 'Virtual screenings', 'Need healthcare coverage?', and 'Qualify for Medi-Cal?'.

3. If you are searching for Mental Health providers or chiropractors/acupuncturists in California, see below.

- Mental Health providers with Blue Shield's vendor, Magellan (MHSA)
- Alternative Medicine (chiropractors, acupuncturists) with American Specialty Health (ASH)



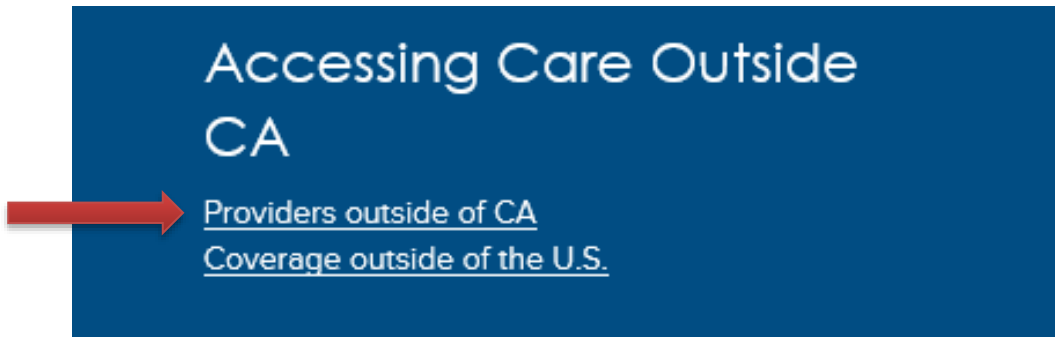
4. California Chiropractors/Acupuncturists with American Specialty Health (ASH)



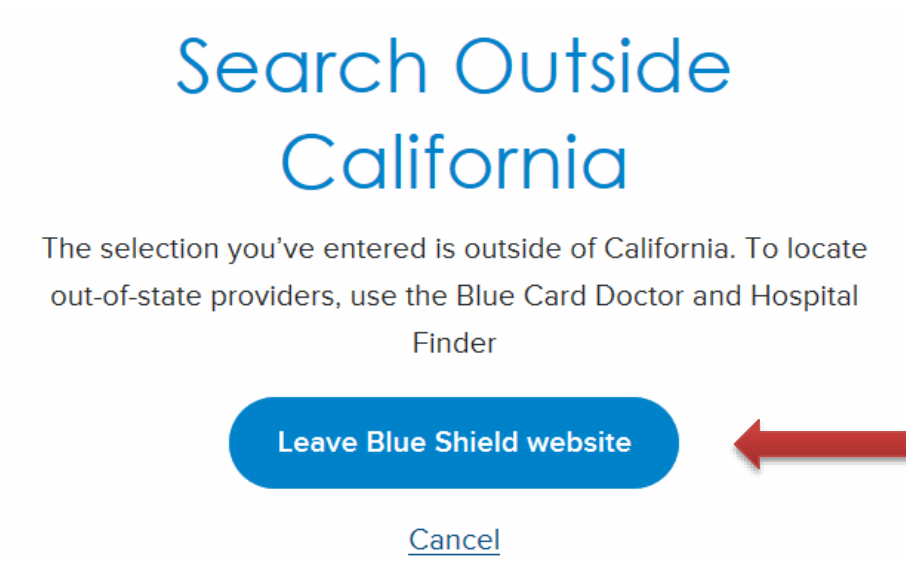
5. Outside of California Providers

**Scroll all the way to the bottom of the screen;**

Under Accessing Care Outside CA, click on Providers outside of CA.



6. Click on Leave Blue Shield website.



7. Your Location – Enter the city and state.

8. Your Plan – Click on Prefix: AAA. **Enter prefix OTX** and click 'GO' (this is Okta's alpha prefix and the first three letters of your member ID. The O is a letter; not a zero).

Your Location Austin, TX ✕ ▶      Your Plan Prefix: AAA ▶

Select a category

Search all ▼      Type a name or phrase to find doctors, hospitals and more

## 9. Or, select by plan name

Enter the first three letters or numbers of your member ID ✕

Go

[Or, select by plan name](#)



## Click on BlueCard PPO/EPO

Choose your plan to get started ✕

Your state and national plan names are listed on your health insurance ID card. If you need help finding your plan, please call your insurance plan's customer service department.

[Or enter member ID prefix](#)

### Search by name of plan

### Or, browse plans



[BlueCard PPO/EPO](#)

No gatekeeper or referral needed. You may choose doctors and hospitals that are in or outside of this network. However, there are significant incentives for choosing in-network providers.

10. Click on **All Categories** – a drop-down menu will appear (Doctors by name, Doctors by specialty, etc.). You can also do an advanced search.

BlueCross BlueShield National Doctor and Hospital Finder Home Settings

Your Location Chicago, IL Your Plan BlueCard PPO/EPO Reset

Select a category

All Categories Search for doctors, hospitals and clinics by name or specialty.

Advanced Search

### Ask the Doctor

Another option is to ask the doctor before obtaining services. This includes other providers such as a specialist, x-ray or lab facility.

- If you reside in California, ask the provider if they ‘contract’ with Blue Shield of California.
- If you reside outside of California, ask the provider if they ‘contract’ with the Local Blue Cross Blue Shield Plan.

Do not ask – “Do you accept Blue Shield of CA insurance?”

Non-contracted providers will gladly accept Blue Shield insurance and the level of benefits will be based on non-par benefits which means the member will be paying more out-of-pocket.

Please find the list of Blue Cross Blue Shield plans on the following page.

For traveling or non-California members, it’s important providers and members refrain from calling the Local BCBS Plan. If they do this, they will be told they are ineligible because they do not appear in their system. Providers should call the phone number on the back of the member’s ID card - 1.855.599.2650 (5am to 7pm PST Monday to Friday).

[We’re here to help.](#)

Blue Cross Blue Shield of Alaska  
Blue Cross Blue Shield of Alabama  
Blue Cross Blue Shield of Arizona  
Arkansas Blue Cross Blue Shield  
Anthem Blue Cross Blue Shield – Colorado  
Anthem Blue Cross Blue Shield – Connecticut  
Highmark Blue Cross Blue Shield of Delaware  
Blue Cross Blue Shield of Florida  
Blue Cross Blue Shield of Georgia (Anthem Plan)  
Blue Cross Blue Shield of Hawaii  
Blue Cross of Idaho Health Service  
Regence Blue Shield of Idaho  
Blue Cross Blue Shield of Illinois  
Anthem Blue Cross Blue Shield – Indiana  
Blue Cross Blue Shield of Kansas  
Anthem Blue Cross Blue Shield – Kentucky  
Blue Cross Blue Shield of Louisiana  
Anthem Health Plan of Maine  
Blue Cross Blue Shield of Massachusetts  
CareFirst Blue Cross Blue Shield – Maryland  
Blue Cross Blue Shield of Michigan  
Blue Cross Blue Shield of Minnesota  
Blue Cross Blue Shield of Mississippi  
Anthem Blue Cross Blue Shield – Missouri  
Blue Cross Blue Shield of Nebraska  
Anthem Blue Cross Blue Shield – Nevada  
Anthem Blue Cross Blue Shield – New Hampshire  
Horizon Blue Cross Blue Shield of New Jersey  
New Mexico Blue Cross Blue Shield  
HealthNow New York, Inc. – Buffalo  
Excellus Blue Cross Blue Shield – Rochester/Watertown  
Empire Blue Cross Blue Shield – NY (Anthem Plan)  
Blue Cross Blue Shield of North Carolina  
Blue Cross Blue Shield of North Dakota  
Anthem Blue Cross Blue Shield – Ohio  
Blue Cross Blue Shield of Oklahoma  
Regence Blue Cross Blue Shield of Oregon  
Capital Blue Cross (PA)  
Highmark Blue Cross Blue Shield (PA)  
Highmark Blue Cross Blue Shield of Northeastern Pennsylvania  
Independence Blue Cross (PA) Triple S (Puerto Rico)  
Regence Blue Cross Blue Shield of Rhode Island  
Blue Cross Blue Shield of South Carolina  
Wellmark of Iowa/South Dakota  
Blue Cross Blue Shield of Tennessee  
Regence Blue Cross Blue Shield of Texas  
Regence Blue Cross Blue Shield of Utah  
Blue Cross Blue Shield of Vermont  
Anthem Blue Cross Blue Shield – Virginia  
Regence Blue Shield (WA)  
Premera Blue Cross (WA)  
CareFirst Blue Cross Blue Shield – Washington, D.C.  
Mountain State Blue Cross Blue Shield – West Virginia  
Anthem Blue Cross Blue Shield – Wisconsin  
Blue Cross Blue Shield of Montana (may join via HCSC)  
Blue Cross Blue Shield of Wyoming