



## Getting the Most out of Our Find a Doctor Tool

Finding the right doctor, dentist, hospital, or other health care provider is easy when you're a Blue Cross Blue Shield of Massachusetts member. With our completely redesigned Find a Doctor tool, you can find the right doctor, dentist, hospital, or other health care provider nationwide for your needs and plan. Now you can easily:

- Get search results based on your plan when logged into Member Central
- Search by name of health care provider or specialty, e.g., Dermatology, General Dentistry, Physical Therapy
- See updated doctor and hospital quality information
- Locate nearby hospitals, doctors, and other health care providers with Google Maps™
- Compare up to three health care providers at a time to see their hospital affiliations, languages spoken, quality scores, and more
- Search nationwide for health care providers

The wealth of information you'll find will help you make educated health care decisions—and find the best doctors, hospitals, and other health care providers for you.

**Important Note for PPO Members:** PPO members should verify where a participating in-network PPO health care provider practices to ensure that he or she is listed as in-network at the specific location you visit. Depending on the health care provider's location, the health care provider may be an in- or out-of-network. If your health care provider has more than one location, check the health care provider's profile page and click on the Locations tab.

If you are interested in a certain topic, please click on the hyperlink below, or scroll down to take a quick tour.

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# Find a Doctor Home Page

The screenshot shows the 'Find a Doctor' search interface. At the top left is the logo and the text 'Find a Doctor'. Below it is the heading 'Search for a Doctor, Dentist, Hospital, or Facility'. The main search area is titled 'Find a Doctor' and contains two tabs: 'Health Care Professional' (highlighted with a blue arrow and a green circle '1') and 'Medical Facility' (with a green circle '2'). To the right is a search form with two tabs: 'Name' and 'Specialty'. Below the tabs is the text 'All fields are required'. The form has three input fields: 'Name' (with an example 'John Smith' and a green circle '3'), 'Location' (with an example 'Boston, MA or 02210'), and 'Network' (with a dropdown menu showing 'Choose one' and a green circle '4'). A link 'Which network should I choose?' is next to the network field. A 'Search' button with a magnifying glass icon is at the bottom right. At the bottom of the form, it says 'Provider directory updated as of 9/23/2013'. At the bottom of the page is the Blue Cross Blue Shield of Massachusetts logo and footer text: 'Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association. © Registered Marks of the Blue Cross and Blue Shield Association. © 2013 Blue Cross and Blue Shield of Massachusetts, Inc., and Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. Landmark Center, 401 Park Drive, Boston, MA 02215-3328 | 800-262-BLUE (2583) | TTY: 800-322-1254'. There are also links for 'Terms of Use, Privacy & Security' and 'Accessibility'.

- 1 Start here if you're looking for individual doctors, dentists, eye doctors, behavioral health and substance abuse professionals, or other health care providers.
- 2 Begin here to search for hospitals, freestanding labs and imaging centers, X-rays/radiology, MRIs, MinuteClinic,<sup>®</sup> ambulance services, durable medical equipment suppliers, physical therapy groups, or other specialty care service providers.

Keep in mind: All fields on this screen must be completed in order to proceed to the next step.

- 3 Know your health care provider's name? Start here. Leave out "Doctor" and type only his or her name and location. A drop-down menu will appear and show you provider names that match the letters typed.

If you are unsure of your doctor's full name or the correct spelling of his or her name, you can also search by specialty to help you identify the specific doctor you are searching for.

- 4 Identify your plan or your plan's network in this drop-down menu. This will provide you with a list of professionals and facilities (depending on your search) that participate in your plan.

*Note: If you're logged in to Member Central, your network will display automatically.*

If you're using our public Find a Doctor site, be sure to verify the name of your plan, found on your Blue Cross ID card and click the "Which Network Should I Choose?" link for additional help. Looking for a dentist? Find your dental network's name on the front of your dental ID card.

# Looking for a Primary Care Provider (PCP) or a Specialist? Here's the Ideal Way.

**Find a Doctor**

**Search for a Doctor, Dentist, Hospital, or Facility**

**Find a Doctor**

**Health Care Professional**

**Medical Facility**

**Name** **Specialty**

**All fields are required**

\* Name **1**  
Example: John Smith

\* Location **2**  
Example: Boston, MA or

\* Network **3** [Which network should I choose?](#)  
Choose one

**Search**

Provider directory updated as of 9/23/2013

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- 1** Choose the specialty from the drop-down menu, or begin to type in this space. The drop-down menu will give you all possible options.
- 2** Search by town and state or zip code where you hope to find a doctor. Be aware that you can't search using a street address, but addresses will appear in your search results.
- 3** Select your plan or your plan's network from the drop-down menu. This will ensure that your search results only include professionals that participate in your plan. Note: You can find your plan name in the upper right-hand corner of your Blue Cross ID card. If you need more help, click the Which network should I choose? link.

*Note: If you're logged in to Member Central, your network will display automatically.*

Keep in mind: All fields on this screen must be filled in to proceed to the next step.

**Tip: To choose a health care provider, select one of the following specialties:**

- Family Medicine - Physician
- Family Medicine - Nurse Practitioner
- Internal Medicine - Physician
- Internal Medicine - Nurse Practitioner
- Pediatrics - Physician
- Pediatrics - Nurse Practitioner

# Looking for a General Dentist or Dental Specialty? Here's the Ideal Way.

**Find a Doctor**

Search for a Doctor, Dentist, Hospital, or Facility

Find a Doctor

Health Care Professional

Medical Facility

Name Specialty

All fields are required

\* Name  
Example: John Smith

\* Location  
Example: Boston, MA or

\* Network  
Choose one Which network should I choose?

Search

Provider directory updated as of 9/23/2013

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- 1 Chose the specialty from the drop-down menu, or begin to type in this space. The drop-down menu will give you all possible options.
- 2 Search by town and state or zip code where you hope to find a doctor. Be aware that you can't search using a street address, but addresses will appear in your search results.
- 3 Select your plan or your plan's network from the drop-down menu. This will ensure that your search results only include professionals that participate in your plan. Most dental plans use the Dental Blue network. If you need more help, click the Which network should I choose? link or call Member Services at the 800 number of the front of your member ID card.

Keep in mind: All fields on this screen must be filled in to proceed to the next step.

**Tip: To choose a dental care provider, select one of the following specialties:**

- General Dentistry
- Endodontics
- Oral and Maxillofacial Surgery
- Orthodontics
- Pediatric Dentistry
- Periodontics
- Prosthodontics

# Health Care Professional Search Results Page

**Find a Doctor**  
Search by name, specialty or condition

All fields are required

Health Care Professional Internal Medicine - Phys. Location Boston, MA Network HMO Blue Network with H  
Which network should I choose? Search Q

## Health Care Professional Search

FILTER YOUR SEARCH RESULTS FILTERED BY: 20 miles

### Results

List Map

1 Total: 1,881 Results Show: 10 2 Sort By: Distance

3 **Parkes, Roberta R., MD** compare  
PCP/POC ID# 700J12842  
less than 1 mile away  
294 Washington St  
Ste 219  
Boston, MA 02108  
(617) 426-5500  
Specialty: Internal Medicine - Physician  
Accepting New Patients\*: Yes

**Savitz, David, MD** compare  
PCP/POC ID# 700B33452  
less than 1 mile away  
294 Washington St  
Ste 219  
Boston, MA 02108  
(617) 426-5500  
Specialty: Internal Medicine - Physician  
Accepting New Patients\*: No

- 1 At this stage of your search, you can see a list of all qualifying results. You can also click on the map tab to see where all qualifying health care providers are located.
- 2 Using the pull-down menu, you can sort your results based on distance, name (A-Z), name (Z-A), and quality ratings, if applicable. Please note: Quality ratings are not always available or applicable.
- 3 If you want to learn important details about a health care provider, simply click on his or her name to view the profile. Scroll down to see the specific information that will appear.

# Provider Profile Page

The screenshot shows a 'Find a Doctor' search results page. At the top, there's a search bar with filters for 'Health Care Professional', 'Internal Medicine - Phys...', 'Location: Boston, MA', and 'Network: HMO Blue Network with H...'. A search button is on the right. Below the search bar, a 'Back to results' link is visible. The main profile is for 'Parks, Roberta R., MD' with a circular callout '1' next to the name. It lists 'less than 1 mile away' with an address in Boston, MA, and a map. The profile details include 'Provider Specialty: Internal Medicine - Physician', 'Accepting New Patients\*: Yes', 'In Your Network: HMO Blue Network with Hospital Choice Cost Sharing feature', and 'Other Accepted Networks: Blue Care Elect (PPO/EPO), Blue Care Elect Network with Hospital Choice Cost Sharing feature, Blue Precision/PPG Blue Options v.4, more >'. Below this is a navigation bar with tabs: 'Details', 'Locations', 'Affiliations', 'Quality', and 'Patient Experience'. The 'Details' tab is active, showing 'Gender: Female', 'Accepting New Patients\*: Yes', 'Electronic Capabilities: Electronic Prescribing', 'Payment: May include fee-for-service and/or budgeted payment with quality incentives. Learn more >', 'TTY Availability: No', 'Disabled Access: Yes', 'Access to Public Transportation: Yes', 'Extended Hours: Evening: Yes', and 'Languages\*: Interpreter available'. Below the details are sections for 'Specialties\*' (Internal Medicine - Physician, Board Certified\*\*), 'Education' (Albert Einstein College of Medicine Yeshiva University (1990)), and 'Awards' (Blue Physician RECOGNITION), with a circular callout '3' next to the Awards section.

- 1 Clicking on a health care provider's name reveals information about him or her, including a location map displayed directly on the page, as shown.
- 2 Locations and Affiliations tabs make it easy to see critical information about that health care provider's locations and hospital affiliations. It is important to ensure that your health care provider is considered in-network at the location you receive services.
- 3 The Awards section highlights whether this primary care provider has received the Blue Physician Recognition indicator, a distinction that indicates high marks in both quality care and affordability.

For help finding a participating doctor within your area, you can also call our Physician Selection Service at **1-800-821-1388**, Monday through Friday, 8:00 a.m. to 6:00 p.m. ET.

Outside of Massachusetts or the U.S., call **1-800-810-BLUE (2583)** 24 hours a day, 7 days a week, to find a participating hospital or doctor. Please note: Your plan's benefits may be limited outside of its service area.

If you have any questions, click on the [Contact Us](#) link in Member Central or call us at the number on your Blue Cross ID card.

# Filter Your Provider Results

You can customize your provider search results by simply clicking on the blue Filter Your Search button at the top of the results page. A box appears that allows you to select what's important to you. You can customize your search by:

- Gender
- Years of Experience
- Hospital Affiliation
- Quality
- Accepting Patients
- and more

**Find a Doctor**  
Search by name, specialty or condition

All fields are required

Health Care Professional Internal Medicine - Phys Location Boston, MA Network HMO Blue Network with H Search

Which network should I choose?

### Health Care Professional Search

**1** FILTER YOUR SEARCH RESULTS FILTERED BY: 20 miles

About the Provider	Cost Sharing	Other
<input type="checkbox"/> Primary Care Provider/Provider of Choice	Cost Share Status: All Levels	<input type="checkbox"/> Accepting New Patients
Gender: No Preference	<b>Expertise</b>	<input type="checkbox"/> Weekend Hours
Other Languages: No Preference	Ages Treated: All Ages	<input type="checkbox"/> Extended Hours
<b>2</b> Minimum Years of Experience: No minimum	<b>Quality</b>	Maximum Distance: 20 miles
Hospital Affiliation: All hospitals	<input type="checkbox"/> Board Certified	Electronic Capabilities: No Preference
Group Affiliation: All medical groups	<input type="checkbox"/> Blue Physician Recognition	
		<b>3</b> Update

**Results**

List Map

Total: 1,881 Results Show: 10 Sort By: Distance

1 Click on Filter Your Search.

2 For more targeted results, check the boxes next to your preference(s).

3 Press the Update button.

# Compare Providers

**Find a Doctor**  
Search by name, specialty or condition

All fields are required

Health Care Professional Internal Medicine - Phys Location Boston, MA Network HMO Blue Network with H  
Which network should I choose?

**Health Care Professional Search**

FILTER YOUR SEARCH RESULTS FILTERED BY: 20 miles

**Results**

List Map

Total: 1,881 Results Show: 10 Sort By: Distance Compare

**Parks, Roberta R., MD**  
PCP/POC ID# 700313842  
less than 1 mile away  
294 Washington St  
Ste 219  
Boston, MA 02108  
(617) 426-5500  
Specialty Internal Medicine - Physician  
Accepting New Patients\* Yes

**Savitz, David, MD**  
PCP/POC ID# 700833452  
less than 1 mile away  
294 Washington St  
Ste 219  
Boston, MA 02108  
(617) 426-5500  
Specialty Internal Medicine - Physician  
Accepting New Patients\* No

**Holbert, Barbara C., MD**  
PCP/POC ID# 700310697  
less than 1 mile away  
294 Washington St  
Ste 210  
Boston, MA 02108  
(617) 724-3313  
Specialty Internal Medicine - Physician  
Accepting New Patients\* No

1 When searching for health care providers by specialty, you can get a side-by-side comparison of up to **three** providers. Once your search results display, select the compare box for the two or three providers you want to compare.

2 The orange Compare button appears once you've checked the compare box for two providers. Click this button to run the comparison.

# Compare Providers Continued

**Find a Doctor**  
Search by name, specialty or condition

All fields are required

Health Care Professional: Internal Medicine - Phys Location: Boston, MA Network: HMO Blue Network with H Search

← Back to results

### Compare Health Care Professionals

	Parka, Roberta R., MD 294 Washington St Ste 219 Boston, MA 02108	Savitz, David, MD 294 Washington St Ste 219 Boston, MA 02108
<b>Summary</b>		
<b>Distance</b>	less than 1 mile	less than 1 mile
<b>Gender</b>	Female	Male
<b>Specialties Practiced</b>	Internal Medicine - Physician	Internal Medicine - Physician
<b>Board Certification**</b>	Internal Medicine - Physician: Board Certified	Internal Medicine - Physician: Board Certified
<b>Accepting New Patients*</b>	Yes	No
<b>Networks</b> (show more)	Blue Care Elect (PPO/EPO), Blue Care Elect Network with Hospital Choice Cost Sharing feature, Blue Precision/PPO Blue Options v.4,	Blue Care Elect (PPO/EPO), Blue Care Elect Network with Hospital Choice Cost Sharing feature, Blue Precision/PPO Blue Options v.4,
<b>Credentials</b>		
<b>Education</b>	Albert Einstein College of Medicine Yeshiva University (1990)	Harvard Medical School (1963)
<b>Awards</b>		
<b>Blue Physician Recognition</b>	Yes	Yes
<b>Patient Experience</b>		
<b>Adult Patient Experience</b>	<b>Score</b>	<b>Score</b>
Integration of Care	★★★★☆	★★★★☆
Knowledge of Patient	★★★★☆	★★★★☆
Communication	★★★★☆	★★★★☆
Organizational Access	★★★★☆	★★★★☆
<b>Quality</b>		
<b>Women's Care</b>		
Cervical Cancer Screening	★★★★☆	★★★★☆
Breast Cancer Screening	★★★★☆	★★★★☆
<b>Diabetes Care</b>		
LDL-C (Bad Cholesterol) Screening for Diabetics	★★★★☆	★★★★☆
Retinal Eye Exam (Diabetes)	★★★★☆	★★★★☆
Blood Sugar (Glucose) Testing	★★★★☆	★★★★☆
Kidney Disease (Nephropathy) Screening and Treatment	★★★★☆	★★★★☆
<b>Location Amenities</b>		
<b>Languages Spoken</b>	Interpreter available	Interpreter available

1 Once you click Compare, you'll see a side-by-side comparison. The chart allows you to evaluate doctors, hospitals, or other health care providers based on specialty, gender, languages spoken, education, hospital affiliations, location, and more.

2 This section provides a summary of the health care provider's information such as distance, gender, networks, etc. Please note: If your plan has a tiered network, tier level information will appear here. This will help you get the right care at the right price for you.

3 This section lists the health care professional's medical or professional school and graduation year, if available.

4 The Awards section indicates whether this health care provider has received the Blue Physician Recognition Award, a distinction that indicates high marks in quality care and affordability.

5 A comparison of health care providers' facilities allows you to see critical details like subway access, languages spoken, electronic prescribing, and more.

# Looking for a Facility?

Find a Doctor

Search for a Doctor, Dentist, Hospital, or Facility

Find a Doctor

Health Care Professional

Medical Facility

Name Specialty

All fields are required

\* Specialty 1  
Enter a specialty

\* Location 2  
Example: Boston 02110

\* Network 3  
HMO Blue New England with Personal Help Connection Which network should I choose?

Search

Provider directory updated as of 6/24/2013

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In addition to searching by a health care professional's name or specialty, you can search by a medical facility's name or by type of medical facility. For example, to search for an MRI provider:

- 1 Chose the specialty from the drop-down menu, or begin to type in this space. The drop-down menu will give you all possible options.
- 2 Search by town and state or zip code where you hope to find a facility. Be aware that you cannot search using a street address, but addresses will appear in your search results.
- 3 Select your plan or your plan's network from the drop-down menu. This will ensure that your search results only include facilities that participate in your plan. Note: You can find your plan name in the upper right-hand corner of your Blue Cross ID card.

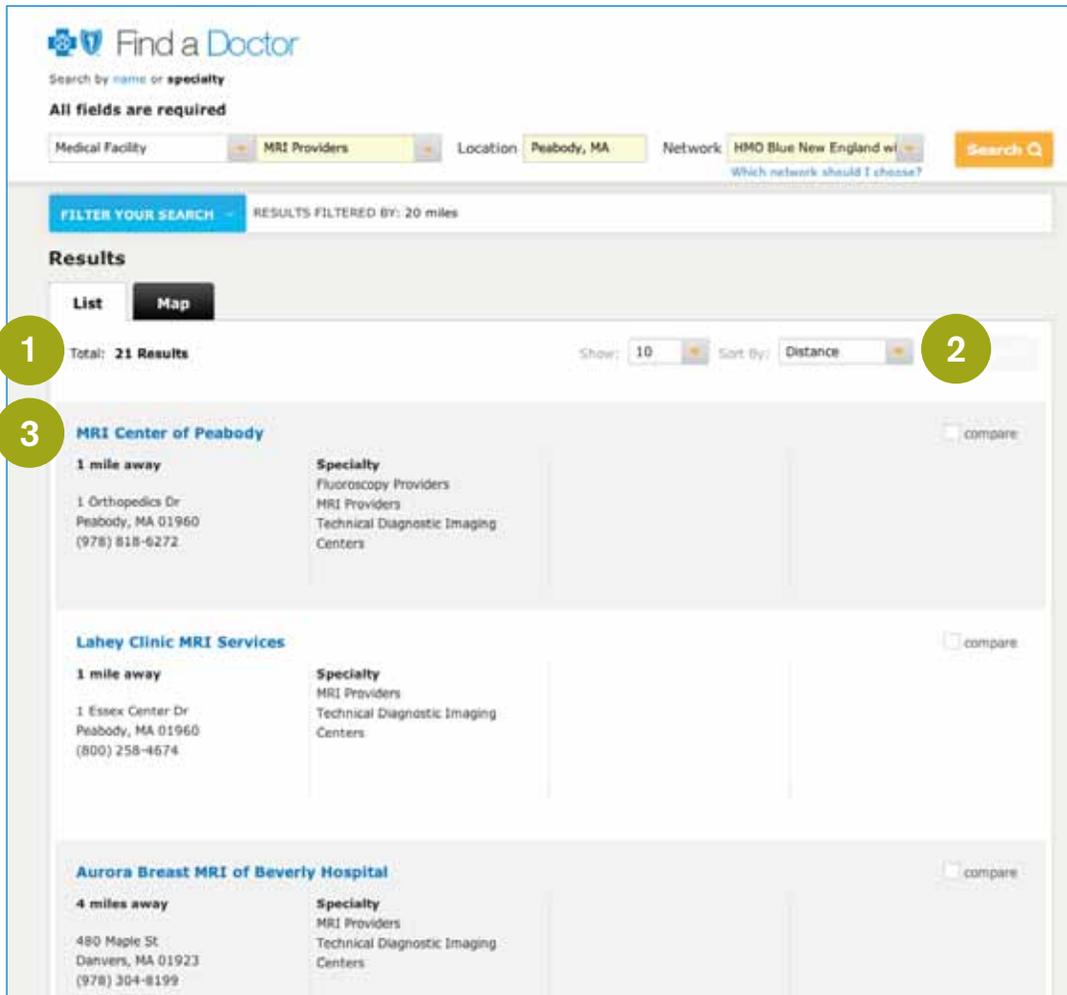
## Which network should I choose?

Note: If you need more help, click the Which network should I choose? link.

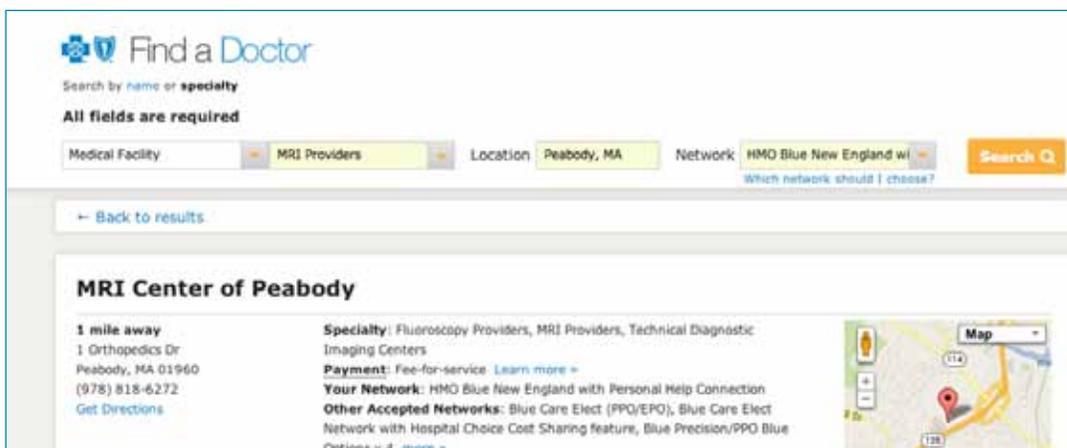
Note: If you're logged in to Member Central, your network will display automatically.

Keep in mind: All fields on this screen must be filled in to proceed to the next step.

# Medical Facility Results Page



- 1 At this stage of your search, you can see a list of all qualifying results. You can also click on the map tab to see where all qualifying facilities are located.
- 2 Using the pull-down menu, you can sort your results based on distance, name (A-Z), name (Z-A), and quality ratings, if applicable. Please note: Quality ratings are not always available or applicable.
- 3 Click on a facility's name, and the following information appears on the health care provider's profile page:



# Filter Your Facility Results

The screenshot shows the 'Find a Doctor' search interface. At the top, there are search fields for 'Medical Facility', 'MRI Providers', 'Location' (Peabody, MA), and 'Network' (HMO Blue New England w...). A search button is on the right. Below this is a 'FILTER YOUR SEARCH' section with three columns: 'About the Facility' (Maximum Distance: 20 miles), 'Patient Experience (HQM)' (Highly rated by patients), and 'Awards and Accreditations' (Blue distinction recognition: No Preference, Joint Commission Accredited). A 'Quality' section has a checkbox for 'Fully meets Leapfrog safety measures'. An 'Update' button is at the bottom right of the filter section. Below the filters is a 'Results' section with 'List' and 'Map' tabs. It shows 'Total: 21 Results' and 'Show: 10' items. The first result is 'MRI Center of Peabody', 1 mile away, with specialties: Fluoroscopy Providers, MRI Providers, and Technical Diagnostic Imaging Centers. The second result is 'Lahey Clinic MRI Services', also 1 mile away.

1 Depending on what's important to you, you can filter your results by distance, patient rating, and awards and accreditations.

2 For more targeted results, check the boxes that apply, then press the Update button.

## Need help?

For help finding an in-network hospital or other facility within your area, you can also call **1-800-821-1388**, Monday through Friday, 8:00 a.m. to 6:00 p.m. ET.

Outside of Massachusetts or the U.S., call **1-800-810-BLUE (2583)**, 24 hours a day, 7 days a week, to find a participating doctor, hospital, or facility. Please note: Your plan's benefits may be limited outside of its service area.

If you have any questions, click on the [Contact Us](#) link in Member Central or call us at the number on your Blue Cross ID card.

