

**Choosing a Primary Care Provider with Blue Cross NC's
NEW Primary Care Provider Selection Feature**

**A Guide for Members
Blue Connect 2.0***

July 2020

Overview

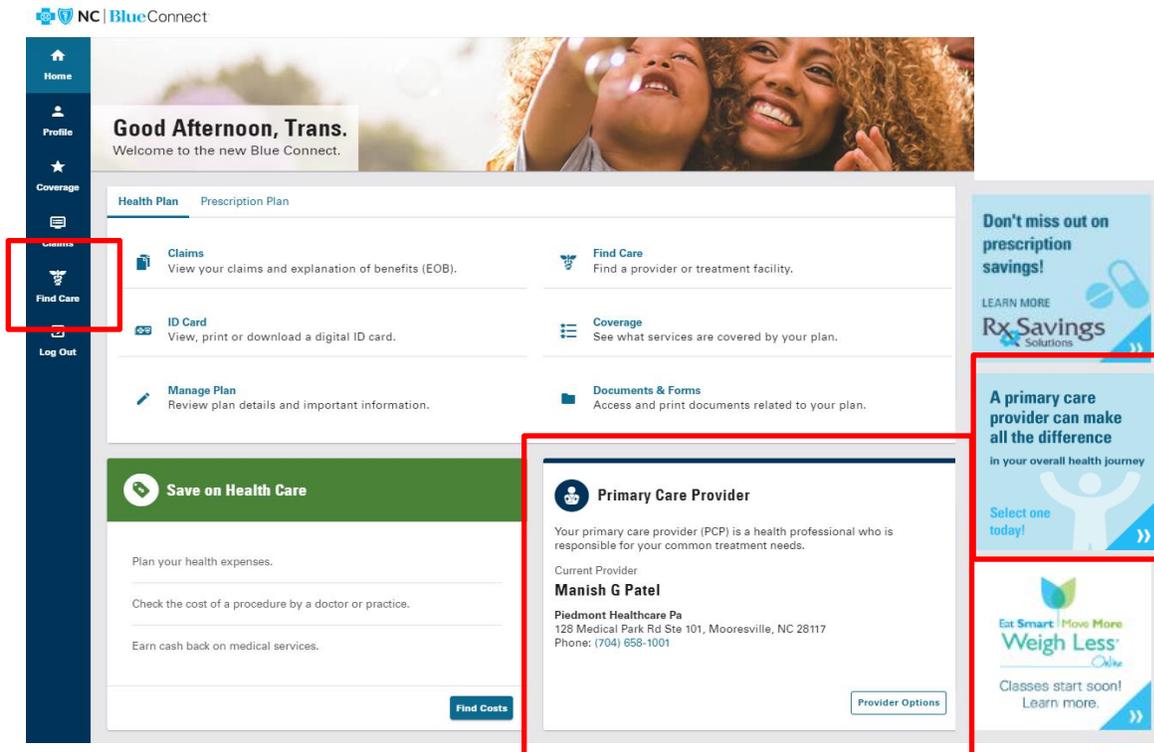
Blue Cross and Blue Shield of North Carolina (Blue Cross NC) expanded a new feature in Blue Connect that encourages new and renewing, individual, under-65 and commercial group members to select a primary care provider.

This guide contains step-by-step instructions for members to show how easy it is to select a primary care provider with our new Blue Connect feature.

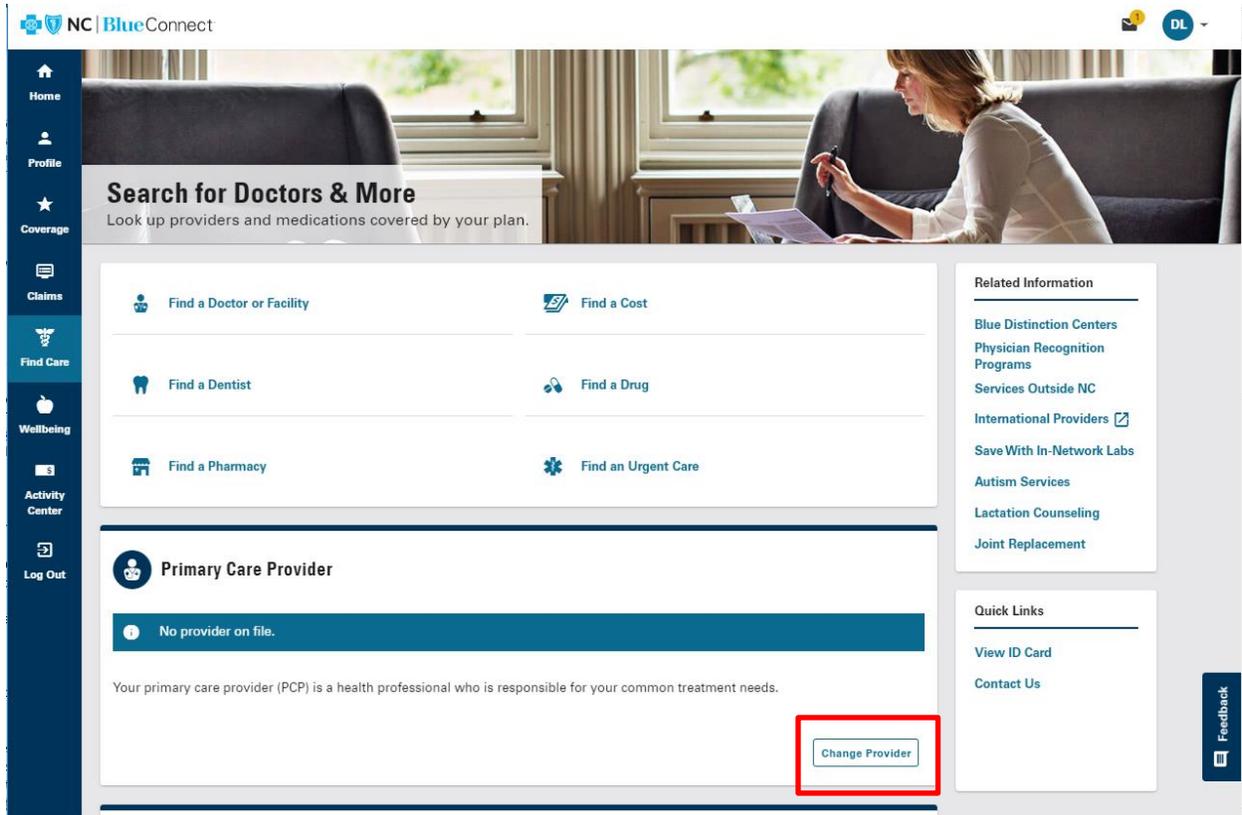
**NOTE: Blue Connect 2.0 is available to Blue Cross NC employee members at this time. Our goal is to transition all commercial groups (except State Health Plan) to Blue Connect 2.0 by the end of 2020.*

How to Use Blue Cross NC's Primary Care Provider Selection Feature

1. When you log in to Blue Connect, you can access the PCP selection feature in one of the following ways:
 - The "Find Care" button in the left navigation bar
 - The PCP selection message appears on main dashboard
 - The PCP selection tile in the right navigation bar



2. Click on “Change Provider” button in the Primary Care Provider card located at the bottom of your screen.



The screenshot displays the BlueCross BlueShield of North Carolina website interface. At the top left, the logo and text "NC | BlueConnect" are visible. A navigation sidebar on the left includes links for Home, Profile, Coverage, Claims, Find Care (highlighted), Wellbeing, Activity Center, and Log Out. The main content area features a "Search for Doctors & More" section with a sub-header "Look up providers and medications covered by your plan." Below this are six search options: "Find a Doctor or Facility", "Find a Cost", "Find a Dentist", "Find a Drug", "Find a Pharmacy", and "Find an Urgent Care". To the right, there are sections for "Related Information" (listing various services like Blue Distinction Centers, Physician Recognition Programs, etc.) and "Quick Links" (including View ID Card and Contact Us). At the bottom of the page, a "Primary Care Provider" card is shown with a message: "No provider on file." Below this message, a "Change Provider" button is highlighted with a red rectangular box.

3. If you click on the PCP Card or PCP tile, the following screen will appear.
4. Click “Choose Primary Care Provider” in the bottom right corner which will take you to the selection tool listing in-network providers based on your benefit plan.

NC | BlueConnect

Primary Care Provider
Home > Find Care > Primary Care Provider

What is a Primary Care Provider?

Your **primary care provider (PCP)** is a health professional who is responsible for your common treatment needs.

 **Dana Pineda**

01/01/2020 - 01/31/2020 Past
Blue Options Health
Subscriber ID: YPPW1495239101

 **Primary Care Provider**

 No provider on file.

[Choose Primary Care Provider](#)

 **Leyla Pineda**

01/01/2020 - 01/31/2020 Past
Blue Options Health
Member ID: YPPW1495239102

 **Primary Care Provider**

 No provider on file.

[Choose Primary Care Provider](#)

5. In the “All Specialties” dropdown, select the type of PCP you want (i.e. Adult, Pediatrician, Women’s).
6. You can also search by name.
7. You’ll see a listing of relevant, in-network PCPs in your area, and you can filter these results in various ways.
8. Once you decide on your primary care provider, click “Select as Your PCP”

RESULTS FOR: Smith

All Specialties | All People & Places | All Genders | All Blue Distinction Programs | More Filters

VIEW ONLY: Accepting New Patients | WITHIN: 25 miles

List view | Map view | Sort By: Best Match

 **Michael K Smith, MD**
Pediatrics [Select as Your PCP](#) Add to Compare [View Profile](#)

LOCATION
Western Wake Pediatrics Pa
940 SE Cary Pkwy Ste 200, Cary, NC 27518
[Get directions](#)

CONTACT INFORMATION
Phone: 919-859-9991

✓ Accepting New Patients

Affiliations & Awards:
3 Affiliations
2 Awards
Completed Education in 1983

Matched on: NAME

 **Heather H Smith, NP**
Nurse Practitioner - Womens Health [Select as Your PCP](#) Add to Compare [View Profile](#)

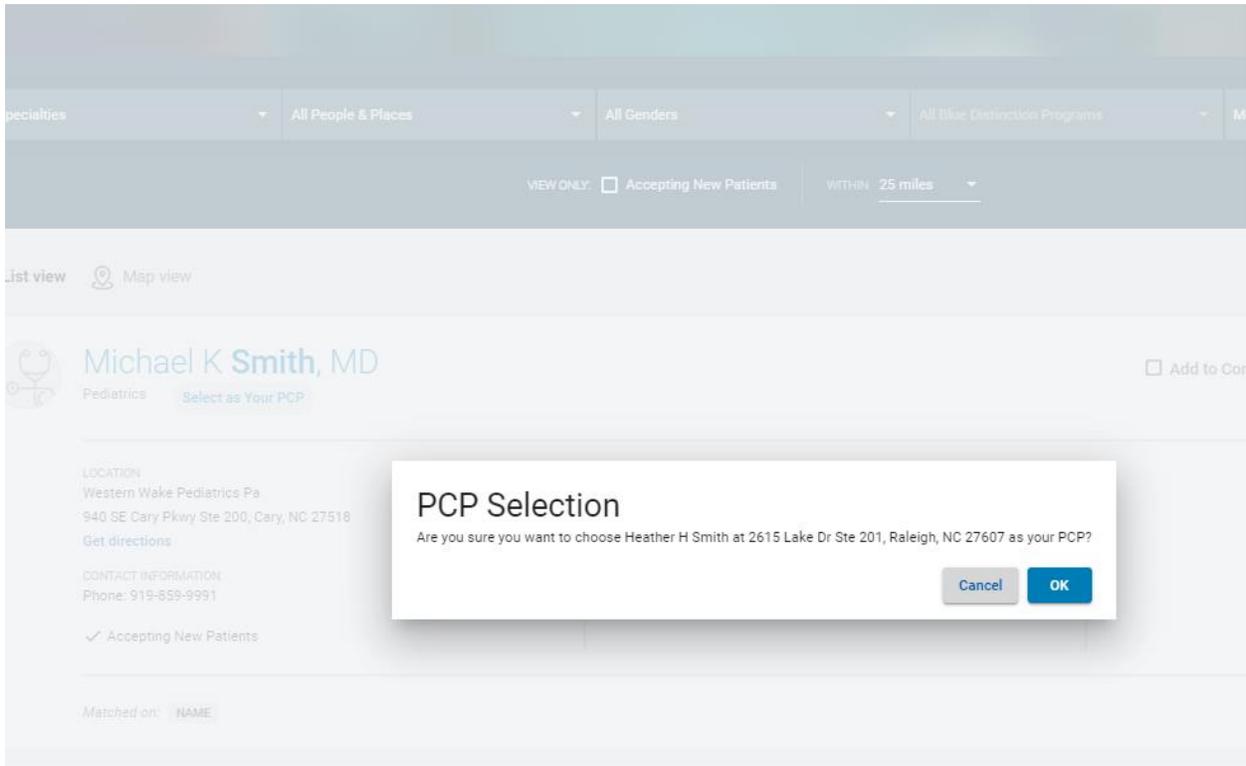
LOCATION
Arbor Obgyn
2615 Lake Dr Ste 201, Raleigh, NC 27607
[Get directions](#)

CONTACT INFORMATION
Phone: 919-781-9555

✓ Accepting New Patients

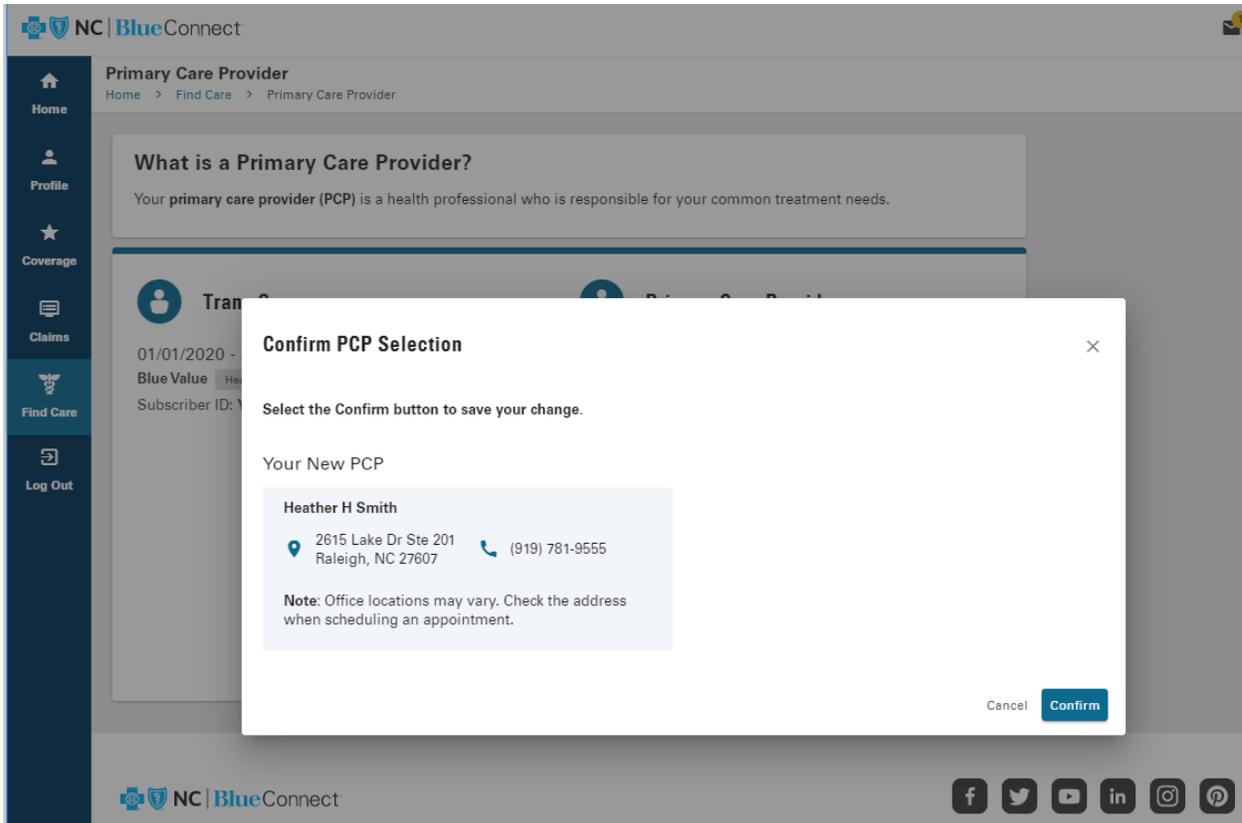
Affiliations & Awards:
2 Affiliations
1 Award

9. You'll be asked to confirm your PCP Selection.

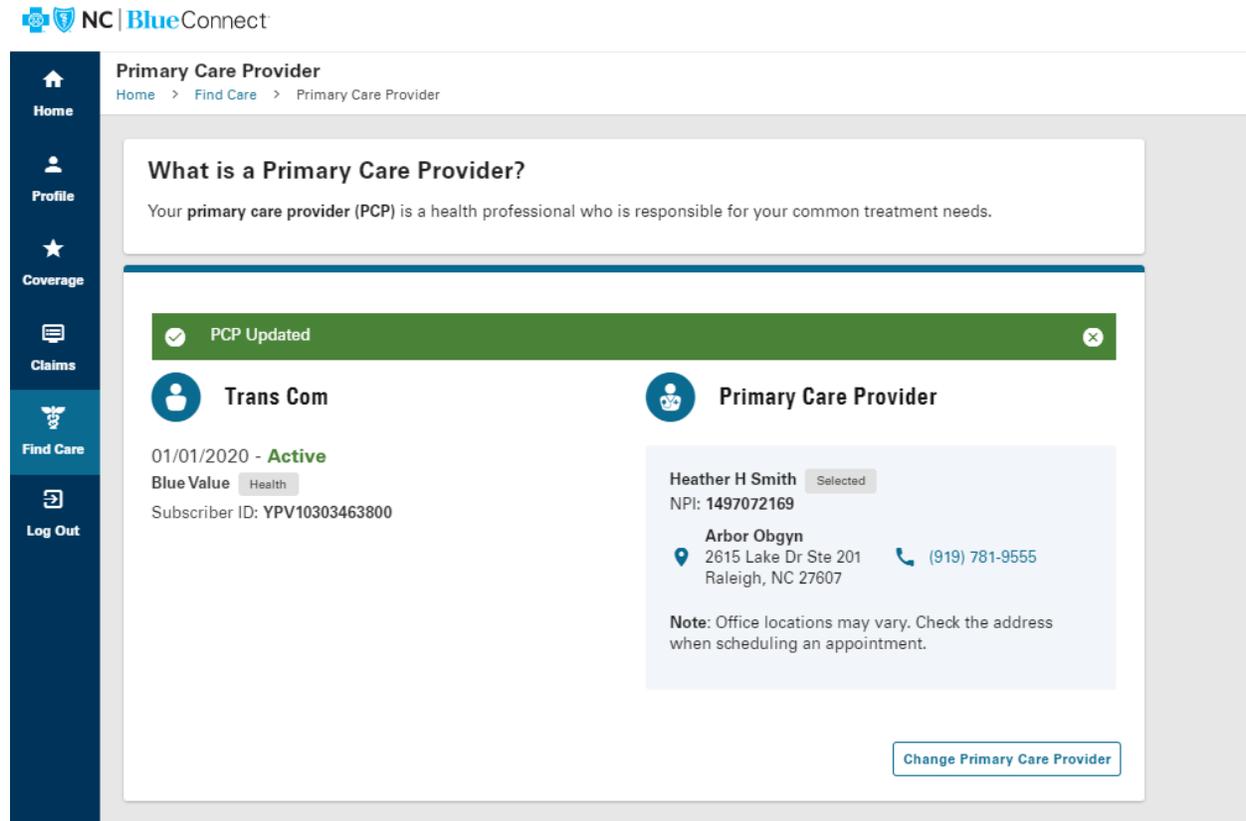


The screenshot shows a web interface for selecting a Primary Care Physician (PCP). At the top, there are filter menus for 'Specialties' (set to 'All People & Places'), 'All Genders', and 'All Blue Distinction Programs'. Below these are search filters: 'VIEW ONLY: Accepting New Patients' and 'WITHIN 25 miles'. There are 'List view' and 'Map view' options. The main profile shown is for Michael K Smith, MD, a Pediatrician. A 'Select as Your PCP' button is visible. A modal dialog box titled 'PCP Selection' is overlaid on the profile, asking: 'Are you sure you want to choose Heather H Smith at 2615 Lake Dr Ste 201, Raleigh, NC 27607 as your PCP?'. The dialog has 'Cancel' and 'OK' buttons. To the left of the dialog, the doctor's location is listed as 'Western Wake Pediatrics Pa, 940 SE Cary Pkwy Ste 200, Cary, NC 27518' and contact information as 'Phone: 919-859-9991'. A 'Get directions' link is also present. Below the dialog, there is a 'Matched on: NAME' label.

10. A second confirmation prompt will appear. You will click on “Confirm”.



11. Your Find Care profile is now complete. Notice the “Selected” status next to your Primary Care Provider’s name.



If you want to select a PCP but don’t want to use our PCP selection feature, you can call the customer service number on the back of your health insurance ID card, or you can have an online chat with a customer service representative.