## Get the most from your health plan:

# Use designated providers

With an HMO or POS health plan, your primary care physician (PCP) has designated providers for certain specialty care services: lab work, radiology, and physical and occupational therapy. You'll need to visit those providers when you need any of these services.

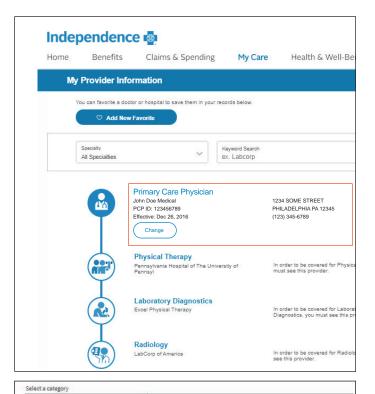
There are two ways to view your PCP's designated providers.

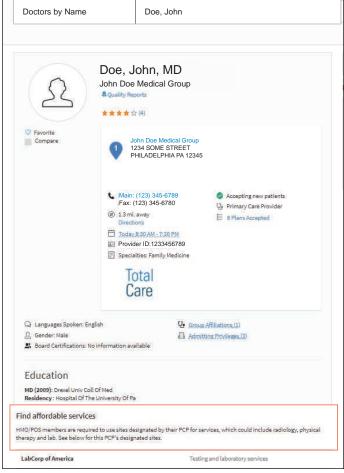
If you already have a PCP selected:

- 1. Log in at ibx.com.
- 2. Select the *My Car*e tab.
- 3. Select My Provider Information.
- 4. Scroll down to view designated sites.

#### Use the Find a Doctor tool:

- 1. Log in at ibx.com.
- 2. Select the My Care tab.
- 3. Select Find a Doctor or Hospital.
- 4. Type in the name of your PCP.
- 5. Scroll down to view designated sites under Find affordable services.







#### Frequently asked questions

#### What is a designated provider?

Designated providers, also called designated sites, are providers your PCP has chosen to perform certain health services.

#### When do I need to use a designated provider?

Use your PCP's designated providers when you need the following specialty care services: lab (such as routine blood work), radiology (such as X-rays), and physical and occupational therapy. You may also need a referral or prescription from your PCP.

#### How do I find my PCP's designated providers?

You can find your PCP's designated sites by logging in at <a href="https://ibx.com">ibx.com</a> and using the instructions on page 1. Your designated lab for blood work is also indicated on your Independence Blue Cross member ID card.

Still not sure? Call the number on the back of your member ID card to speak to a Customer Service representative.

#### Do I have to use designated providers?

If you do not use designated providers, your health service may be considered out-of-network or not covered at all, depending on your plan. For the highest level of benefits, have your PCP refer you to their designated providers.

#### What if I don't like my PCP's designated providers?

You may choose a new PCP if you don't want to use your PCP's designated providers. Before you make your selection, use the Find a Doctor tool by logging in at <a href="https://linear.com">ibx.com</a> to search for PCPs in your area and to preview that PCP's designated sites.

Please keep in mind that there are limits on how many times a PCP can be changed within a given month.

### **Know your designated providers**

Get the most out of your benefits! Be sure to use your PCP's designated sites for lab, radiology, and physical/ occupational therapy services.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

