

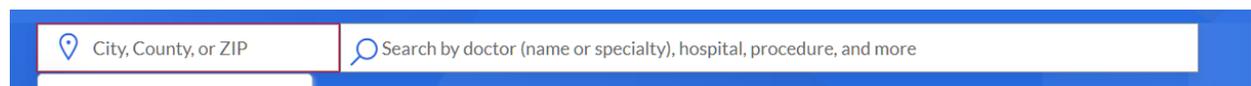
Anthem Blue Cross – Find a Doctor Instructions

1. Go to: <https://www.anthem.com/ca/find-care/>
2. Scroll down on this page until you see “Member ID number or prefix (first three values)”
 - a. Enter: **HEA**
 - b. Press the search button

Member ID number or prefix (first three values):

You will then “land” on the “search page”.

3. You will see a “City or County or Zip code” field and “Search” field at the top.



I find using a Zip Code is the most useful. If you misspell a doctor’s name or use “Bill” instead of “William” the correct provider might not come up.

- a. Enter the doctor’s name and City or County or Zip code
 - b. If you use the doctor’s name and the doctor is found, his name will pop up in separate window. If you only use a zip code, all doctors will pop up. You can then narrow the criteria by using the criteria buttons (Type; PCP; Distance; etc.)
 - c. If the doctor is not found, try being less specific (enter only a last name, or specialty). If that still doesn’t work, you can:
 - a. Call HealthComp for assistance in verifying if the Dr. is In-Network
 - b. Call the Doctor’s office to verify if they are a “**contracted PPO provider**” for Anthem Blue Cross
4. If you want to find out if a doctor with a certain specialty is In-Network
 - a. Enter the specialty in the search field and add the City, County or Zip.
 - b. There will be a list that pops up and you choose which specialty you want
 - c. The available doctors will pop up.
 - d. You can also narrow or expand your search with the criteria buttons shown (for example, Type; PCP; Distance; Specialty; etc.)
- ✓ Only In-Network doctors will show up. If they are not listed, they are most likely Out-of-Network or you may have misspelled the name.
 - ✓ 20 miles is the default in the “Distance” criteria. You can change that by using the drop down menu.

IMPORTANT Reminder! If you are on an EPO plan, you must use contracted PPO providers otherwise there is no coverage unless you have an emergency or prior authorization to go Out-of-Network.

For assistance, call HealthComp Member Services at (800) 442-7247