



## **Locating PCP (Primary Care Physician) Information:**

Two search engines can be used to find PCP information. Only check the second one if you can't find a PCP in the first, but at that point, it usually just means the doctor doesn't participate in the plan.

1. <https://myfindadoctor.bluecrossma.com/>
2. <https://member.bluecrossma.com/fad>

Both websites have slightly different layouts, but you can search for a PCP by entering their location, network, and name. You may have to click on the name of the PCP when it pops up in order to get to the page that contains their PCP ID, but it'll either be on the right-hand side or down at the bottom of the page depending on which website you're using.

### **PCP ID formatting:**

PCP IDs will generally look something like this:

1. **MA PCPs:** 700J12345
2. **RI/CT PCPs:** 062|CT1G| **1100986693** ||01

When dealing with an RI or CT-based PCP, we only need the section in bold. The RI or CT part will change depending on where they're located.

### **HMO Custom/Select Plan:**

You may see it written as either the Custom or the Select plan; they both mean the same thing. There are two very important things to keep in mind when choosing this plan:

1. The employee **MUST** live in Massachusetts.
2. **EVERY** doctor listed as a PCP on the policy must participate in the plan. This goes for the employee and any listed spouse or dependents.

Both of these stipulations must be met. If not, the employee will either need to switch to the standard HMO or find other PCPs that do participate in the plan.