



Provider Finder Help

1. [FAQs](#)
2. [Member Personalized Search or Visitor Search Step](#)
3. [Plan Information Step - Select a Plan Type](#)
4. [Plan Information Step - Select a Plan](#)
5. [Type of Provider Step - Select Health Care Provider Type \(Category\)](#)
6. [Specialty Step - Select a Specialty](#)
 - a. [Specialty Definitions](#)
7. [Location or Name Step - Enter Location or Name Criteria](#)
8. [Further Refine Search Step](#)
9. [Results Page](#)
 - a. [Results Page - Physicians and Health Care Professionals](#)
 - b. [Results Page - Hospitals and Health Facilities](#)
10. [Detail Page](#)
11. [A Few Helpful Definitions](#)
12. [Healthcare Advisor by Subimo - Choose The Hospital That Best Meets Your Preferences](#)
13. [Professional Title Chart](#)
14. [PMG and IPA Definitions](#)
15. [Co-Pay Indicator](#)

FAQ - Frequently Asked Questions

This page contains answers to common questions handled by our support staff, along with some search tips that we have found useful and presented here as questions.

- 1) [What can I do to help the search engine find my provider?](#)
- 2) [Who do I contact if I still have a question?](#)
- 3) [Why isn't my doctor listed? I know he/she is in your network of providers.](#)
- 4) [What does it mean to be Board Certified?](#)
- 5) [What is the difference between the Dental Blue 100, 200 and 300 Networks?](#)
- 6) [I only want to visit dentists in my network. How can I be sure that a dentist is in my network?](#)
- 7) [Will my costs vary depending on which network I select?](#)
- 8) [My dentist is not listed in either the Dental Blue 100, 200 or 300 Network. Can I still go to him/her?](#)
- 9) [My dentist is not in any of the Dental Blue Networks, but I would like him/her to join. What can I do?](#)
- 10) [My dentist says that he accepts all insurance plans. Why can't I find his name in your directory?](#)
- 11) [If I am traveling out of state and need to see a dentist, will I be covered?](#)

1. What can I do to help the search engine find my provider?

The more criteria you define, the more specialized the results.

If you are looking for a particular provider, it is best to try a name search first using first and last name. If you are unsure of the full name of the provider, type in the first few letters of the last name. This will provide results with all providers that begin with those letters.

Another option is to enter as much information as possible to locate a provider. We recommend using the Advance Search page to enter additional information about the provider you are looking for in your search.

[Back to the top of FAQ](#)

2. Who do I contact if I still have a question?

If you have further questions please submit questions and/or comments through the 'Contact Us' link at the top of each page. We will research your question and get back to you as soon as possible.

[Back to the top of FAQ](#)

3. Why isn't my doctor listed? I know he/she is in your network of providers.

The list of participating providers is constantly evolving. New Providers are added to the network daily. Please call the toll free number listed on the back of your ID card to verify if your provider is currently participating in the network.

[Back to the top of FAQ](#)

4. What does it mean to be Board Certified?

A "medical doctor" is a physician who has had years of training to understand the diagnosis, treatment, and prevention of disease. The basic training of a physician includes four years of premedical education in a college or university, four years of medical school, and after receiving the M.D. degree, at least three years of training under supervision (called a residency). Specialists are physicians who have chosen to go beyond general practice and pursue a specific knowledge area of medicine. Specialists complete a residency in their field of specialization. Specialty boards certify physicians as having met certain published standards. There are 24 specialty boards that are recognized by the American Board of Medical Specialties (ABMS) and the American Medical Association (AMA). In order to be certified as a medical specialist by one of these recognized boards, a physician must complete certain requirements.

Generally, these include:

- Completion of a course of study leading to the M.D. or D.O. (Doctor of osteopathy) degree from a recognized school of medicine.
- Completion of three to seven years of full-time training in an accredited residency program designed to train specialists in the field.
- Some specialty boards require assessments of individual performance and competence from the residency training director, or from the chief of service in the hospital where the specialist has practiced.
- Most specialty boards require that the person who seeks certification has an unrestricted license to practice medicine in order to take the certification examination.
- Some boards require that the doctor has a period of experience in full-time practice in the specialty prior to examination for certification, usually two years following training.

Finally, each candidate for certification must pass a written examination given by the specialty board. Fifteen of the 24 specialty boards also require an oral examination conducted by senior specialists in that field. Candidates who have passed the exams and other requirements are then given the status of Diplomate and are certified as specialists.

[Back to the top of FAQ](#)

5. What is the difference between the Dental Blue 100, 200 and 300 Networks?

All of the dentists and specialists in the Dental Blue Network have been thoroughly evaluated and NCQA-credentialed. There are two differences, though: provider reimbursement level and network size. Dentists in the 100 Network have agreed to accept lower reimbursements than dentists in the 200 network, who have agreed to accept lower reimbursements than dentists in the 300 network. The Dental Blue 300 Network has the most dentists, followed by the 200 Network and then the 100 Network.

[Back to the top of FAQ](#)

6. I only want to visit dentists in my network. How can I be sure that a dentist is in my network?

Follow the prompts on Provider Finder until you get to the prompt that asks you to "Please select a Dental Blue Network." At that point, check your ID card to verify your network. Be sure to select that network from the drop-down menu. If your ID card says "Dental Blue 100/200/300, you may select "All Dental Blue Providers" from the drop-down menu.

PLEASE NOTE: If you are looking for a specialist, you may select any network. Dental Blue specialists participate in all three networks, so your out-of-pocket costs will be the same for specialist services no matter what network is on your ID card.

[Back to the top of FAQ](#)

7. Will my costs vary depending on which network I select?

In most cases, yes. Check your ID card for your network.

- If your Network is **Dental Blue 100**: You will save the most money by visiting dentists in the 100 Network. You will save less with a 200 Network provider, and even less for a 300 Network provider.
- If your Network is **Dental Blue 200**: You will save the most money by visiting dentists in the 200 Network. You will save less with a 300 Network provider.
- If your Network is **Dental Blue 300**: You will save the most money by visiting dentists in the 300 Network.
- If your Network is **Dental Blue 100/200/300**: For most procedures, you will save the same amount of money by visiting dentists in either the 100, 200 or 300 Network. For some procedures, though, such as fillings, you will save the most money by visiting dentists in the 100 Network. You will save less with a 200 Network provider, and even less for a 300 Network provider.

With all of our networks, you will benefit from our lower, negotiated fees. If you go to a provider who is not in any of our networks, you will not enjoy the cost protection available by using the network. *(See your benefit summary for details.)*

[Back to the top of FAQ](#)

8. My dentist is not listed in either the Dental Blue 100, 200 or 300 Network. Can I still go to him/her?

Yes, but if you go to a non-network provider, you will pay more for services. If you choose one of our Dental Blue Network dentists, however, you will pay less for services.

[Back to the top of FAQ](#)

9. My dentist is not in any of the Dental Blue Networks, but I would like him/her to join. What can I do?

You can call us toll-free at 1-800-627-0004 and provide the name and address of your dentist. We will contact your dentist and start the contracting process.

[Back to the top of FAQ](#)

10. My dentist says that he accepts all insurance plans. Why can't I find his name in your directory?

First, verify the spelling of your dentist's name and/or the name of the dental office. If you still can't find it, it is possible that your dental office "accepts" patients enrolled in various insurance plans without actually "participating" in their networks. Prior to receiving treatment, you should check with the dental office to be certain of its participation so that you can maximize your plan benefits.

[Back to the top of FAQ](#)

11. If I am traveling out of state and need to see a dentist, will I be covered?

The Dental Blue Network is available across the U.S. You can use Provider Finder to locate the nearest Dental Blue Network provider.

[Back to the top of FAQ](#)

[Back to the top of Help](#)

Member Personalized Search or Visitor Search Step

Vision Services Plan – Links to Vision Services Plan website where Blue Cross of California members who have vision coverage through VSP can locate participating vision providers.

Cole Vision – Links to Cole Vision website where Blue Cross of California members who have vision coverage through Cole Vision can locate participating vision providers.

Workers' Compensation – Links to BC Life & Health's Workers' Compensation Managed Care Services Provider Finder.

Blue Card: Out-of-state Medical Providers – Links to the BlueCross BlueShield Association Provider Finder where members with a Blue Card plan can locate participating physicians, hospitals and other providers outside California.

Blue Card: Out-of-state Dentists – Links to Blue Cross of California's National Dental PPO Provider Finder where members with a Blue Card plan can location participating dentists outside California.

[Back to the top of Help](#)

Plan Information Step – Select a Plan Type

To find participating providers, we first need to know your plan category or the plan you are considering

- Large Group Plans – Employer-based plans that are offered by large companies to employees and their family members. A large company has that have over 50 employees in all locations combined.
- Small Group Plans – Employer-based plans that are offered by a small companies to employees and their family members. A small company has 2 to 50 employees in all locations combined.
- Individual Plans – For individuals who purchase insurance on their own (not through an employer) and their family members.
- Senior Plans – For individuals eligible for Medicare.
- State Sponsored Plans – For individuals and their families eligible for a state insurance program (Medi-Cal, Healthy Families, AIM or MRMIP).

[Back to the top of Help](#)

Plan Information Step – Select a Plan

The list of plans displayed on this page has been narrowed based upon previously selected criteria.

If you selected the Member Personalized Search, the plan pull-down list includes only your active Blue Cross plans. If dependent family members have a different plan than the subscriber, that plan will also be listed.

- If you selected the Visitor Search, the plan pull-down list includes only those plans available for the plan type you selected.

You may only select one plan from the drop-down list at a time. If you would like to search for providers in more than one plan, you must conduct a separate search for each plan.

[Back to the top of Help](#)

Type of Provider Step – Select Health Care Provider Type

Providers are grouped into categories such as physicians, hospitals, dentists, etc. for easier searching. The drop-down list of provider types depends upon the plan selected in the previous step. For example, if you selected an HMO plan, you will see Primary Care Physicians as an available provider type. If you selected a PPO plan, you will instead see Physicians as an available provider type.

[Back to the top of Help](#)

Specialty Step – Select a Specialty

The specialty step is a list of all the specialties available for the plan you have selected. You may select 'No Preference' and all specialties will be included in your search criteria. To choose multiple specialties, up to three, hold down the control key while selecting each specialty.

[Back to the top of Help](#)

Specialty Definitions

Acupuncture	Treatment of certain diseases or dysfunctions of the body, including the modification of the perception of pain or the normalization of psychological functions, by stimulating certain points on or near the body through the insertion of needles.
Addiction Medicine	A physician (MD or DO) who specializes in the diagnose and treatment of alcohol and other substance use disorders.
Addiction Psychiatry	A sub-specialty of general psychiatry, deals with the evaluation and treatment of patients with disorders of habituation such as substance abuse and alcoholism. Addiction Psychiatrists have the same training and provide the same services as general Psychiatrists in addition to having certification in this sub-specialty area. Note: General Psychiatrists also often treat addiction disorders.
Aerospace Medicine	Diagnosis and treatment of conditions associated with changes in gravitational, barometric and oxygen concentrations in the environment. A sub-specialty of Preventive Medicine.

Allergy & Immunology	Diagnosis and treatment of allergic conditions and diseases of the immune system.
Ambulance - Air	Vehicle that transports patients by air to medical facilities for emergency and medically necessary care.
Ambulance - Ground	Vehicle that transports patients by ground to medical facilities for emergency and medically necessary care.
Ambulatory Surgery Center	Surgical center whose main function is performing surgical procedures on an outpatient basis.
Anesthesiology	Delivery of anesthesia to achieve a painless state for the patient undergoing surgery or other painful procedures.
Anesthesiology Pain Management	Evaluation and treatment of pain either associated with or separate from other medical disorders. A sub-specialty of Anesthesiology.
Angio & Interventional Radiology	Use of X-rays, radium and other forms of radiation to diagnose and treat disease.
Audiology	Identification of disorders of hearing through measurement, testing and appraisal. Licensed practitioners assist in the rehabilitation of hearing deficits by, among other things, the recommendation of hearing aids, specifying amplification requirements and the evaluation of the results.
Birthing Center	Facility that provides a home-like atmosphere for childbirth.
Cardiac Electrophysiology	Use of complicated technical procedures to evaluate and treat abnormal heart rhythms.
Cardiovascular Disease	Diagnosis and treatment of the diseases of the heart, lungs, and blood vessels.
Certified Registered Nurse Anesthetist	A registered nurse who, by special training, is qualified to administer anesthetics, particularly general anesthesia.
Chemical Dependency Rehabilitation Center (Outpatient)	Facility that provides services, on an outpatient basis, for treatment of conditions associated with the addiction to or misuse of alcohol or other drugs.
Chemical Dependency Rehabilitation Hospital (Inpatient)	Facility that provides services, on an inpatient, 24-hour basis, for treatment of conditions associated with the addiction to or misuse of alcohol or other drugs.
Child & Adolescent Psychiatry	A sub-specialty of general psychiatry, deals with the prevention, diagnosis and treatment of mental and emotional disorders and/or drug problems in children and adolescents. Child and Adolescent Psychiatrists have the same training and provide the same services as general Psychiatrists in addition to having certification in this sub-specialty area. Note: General Psychiatrists also often treat adolescents.
Child Neurology	Diagnosis and treatment of disorders of the nervous system in children. A sub-specialty of Pediatrics.
Chiropractor	Treatment of musculo-skeletal and related disorders, without the use of drugs or surgery, by manipulation and specific adjustments of body structures.
Clinical Genetics	Use of hereditary patterns and laboratory techniques to identify genetic disorders subject to counseling and/or medical/surgical treatments.
Clinical Neuro-Physiology	Use of specialized laboratory techniques in the diagnosis and treatment of disorders of the nervous system. A sub-specialty of Neurology.
Colon & Rectal Surgery	Diagnosis and surgical treatment of diseases of the intestinal tract, rectum, and anus.
Critical Care Medicine	Diagnosis and treatment of patients in high-risk conditions, usually in an emergency room or intensive care unit.
Dermatological Immunology	Assessment and management of dermatological immunologic clinical issues. A sub-specialty of Dermatology.
Dermatology	Diagnosis and treatment of skin diseases and disorders.
Dermatopathology	Use of microscopy, immunohistochemistry and laboratory management in the evaluation and treatment of skin disorders. A sub-specialty of Dermatology.
Diagnostic Laboratory Immunology	Study of tissue and body fluids to diagnose functional changes caused by disease.
Dialysis Center	Facility that provides renal dialysis services and also provides training and supplies for home dialysis.
Emergency Medicine	Treatment of critically ill or injured patients in a pre-hospitalized setting either in the field or in an emergency room.
Endocrinology & Metabolism	Diagnosis and treatment of diseases of the ductless glands (thyroid, parathyroid, pituitary, adrenals, pancreas, ovaries and testes).
Endodontics	Treatment of diseases of the tooth pulp nerve and their associated structures.
Facial Plastic Surgery	Surgical repair or modification of facial tissue and/or bone for restoration and rehabilitation or cosmetic purposes. A sub-specialty of Plastic Surgery.
Family Practice	Diagnosis and treatment of general medical conditions. Specialization in the primary care of all age groups.
Family Practice - Sports Medicine	Treatment of injuries associated with recreational or athletic injuries in a pre-hospitalized or emergency room setting. A sub-specialty of Internal Medicine.

Gastroenterology	Diagnosis and treatment of diseases and functions of the esophagus, stomach and intestines.
General Acute Hospital	Facility that provides inpatient and outpatient services, including both emergency and non-emergency care.
General Dentistry	Diagnosis and treatment of general dental conditions for individuals of all ages.
General Practice	Diagnosis and treatment of general medical conditions. Specialization in the primary care of all age groups.
General Vascular Surgery	Diagnosis and surgical treatment and management of disorders of the blood vessels, excluding those of the heart, lungs and brain. A sub-specialty of Surgery.
Geriatric Medicine	Diagnosis and treatment of general medical conditions. Specialization in the care of conditions associated with aging.
Geriatric Psychiatry	A sub-specialty of general psychiatry, deals with the prevention, diagnosis and treatment of mental and emotional disorders and/or drug problems associated with aging. Geriatric Psychiatrists have the same training and provide the same services as general Psychiatrists in addition to having certification in this sub-specialty area. Note: General Psychiatrists also often treat disorders associated with aging.
Gynecologic Oncology	Diagnosis and treatment of gynecological cancer.
Gynecology	Medical and surgical treatment of disorders and diseases of the female reproductive organs.
Hand Surgery	Surgical repair or modification of hand tissues and/or bone for restoration and rehabilitation or cosmetic purposes.
Hand Therapy	Corrective rehabilitation or treatment for the hand by use of physical, chemical and other properties of heat, light, water, electricity, sound, massage and active, passive and resistive exercise.
Health Clinic	A facility that provides outpatient medical services.
Hematology	Diagnosis and treatment of diseases of blood and blood formation, related organs, and lymph glands. A sub-specialty of Internal Medicine.
Hematology & Medical Oncology	Diagnosis and treatment of diseases of blood and blood formation, related organs, and lymph glands. A sub-specialty of Internal Medicine.
Home Health Agency	Agency that provides skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, and home health aide services in the home.
Home Infusion Therapy Provider	Pharmacy that provides pharmaceuticals, supplies, and equipment for home infusion of medications such as antibiotics, chemotherapy, total parental nutrition, pain management, and other therapies.
Hospice	Agency or program that provides medical pain relief and supportive services to terminally ill patients, either on an outpatient basis or at home.
Infectious Disease	Diagnosis and treatment of illnesses caused by infectious organisms such as viruses, bacteria and parasites in any organ of the body.
Internal Medicine	Medical diagnosis and treatment of diseases of adults.
Internal Medicine - Adolescent	Medical diagnosis and treatment of diseases of adolescents. A sub-specialty of Internal Medicine.
Internal Medicine - Sports Medicine	Treatment of injuries associated with recreational or athletic injuries in a pre-hospitalized or emergency room setting. A sub-specialty of Internal Medicine.
Laboratory	Facility where specimens (i.e., hematology, immunology, cytology, histology, and microbiology) are collected, tested and evaluated to aid in the diagnosis of medical and genetic conditions.
Licensed Clinical Social Worker	Clinical Social Work is a practice specialty that uses counseling and other psychotherapeutic techniques with individuals, couples, families, and groups to treat a variety of life problems. These may include mental and emotional disorders and/or alcohol and other drug problems.
Marriage & Family Therapy	A practice specialty that uses counseling and other psychotherapeutic techniques with individuals, couples, families, and groups to treat a variety of life problems. These may include mental and emotional disorders and/or alcohol and other drug problems.
Medical Genetics	Use of hereditary patterns and laboratory techniques to identify genetic disorders subject to counseling and/or medical/surgical treatments.
Medical Group	Group of physicians and/or health professionals practicing in one location. Most medical services, including special exams, X-ray and laboratory are available in one convenient location. A multi-specialty medical practice.
Medical Oncology	Diagnosis and treatment of tumors and cancer.
Medical Toxicology	Diagnosis and treatment of poisons, their sources and their chemical compositions, both organic and inorganic.
Mental Health/Psychiatric Center (Outpatient)	Facility that provides treatment for conditions that affect thinking, perception, mood, and behavior. A mental disorder is recognized primarily by symptoms and signs that appear as distortions of normal thinking and/or the way things are perceived; moodiness; sudden and/or extreme changes in mood; and/or unusual behavior such as depressed behavior or highly agitated or manic behavior.
Mental Health/Psychiatric Hospital (Inpatient)	Facility that provides 24-hour acute inpatient care for the evaluation and treatment of mental health or chemical dependency disorders under the supervision of physicians and nurses.

Nephrology	Diagnosis and treatment of diseases of the kidney.
Neuro-Pathology	Study of tissue and body fluids to diagnose functional changes caused by neurological disease.
Neuro-Psychology	A sub-specialty of psychology, specialize in the application of principles of behavior as they relate to normal and abnormal functioning of the brain. Specializes in testing to document deficits and aid in diagnosis of neurologic dysfunctions. Neuropsychologists have the same training and provide the same services as general Psychologists in addition to having certification in this sub-specialty area.
Neuro-Radiology	Use of specific diagnostic techniques for the assessment of neurological symptoms and/or disease.
Neurological Surgery	Diagnosis and surgical treatment of diseases and disorders of the nervous system and brain.
Neurology	Diagnosis and treatment of disorders of the nervous system.
Nuclear Medicine	Use of radioactive materials in the diagnosis and treatment of disease.
Nuclear Radiology	Use of X-rays, radium and other forms of radiation to diagnose and treat disease.
Nurse Midwife	Licensed/certified professionals who perform birthing services in contracting hospitals and birthing centers.
Obstetrics & Gynecology	Diagnosis and treatment of disorders and disease of the female reproductive system and the management of care during pregnancy and childbirth.
Ophthalmology	Medical and surgical treatment of diseases and disorders of the eye, including the evaluation of vision and prescription of lenses for visual problems.
Optician	Evaluation of the eyes to test visual acuity and to prescribe lenses for vision improvement.
Optometry	Doctor of optometry (OD) a licensed professional specializing in diagnosing and treating diseases and disorders of the eye and visual system. Optometrists treatment includes but is not limited to spectacle lenses, contact lenses, and low vision aids, and in some instances prescribing medications for certain eye diseases as allowed by state licensure.
Oral Surgery	Diagnosis and treatment requiring an extraction or other form of oral surgery.
Orthodontics	Treatment to prevent or correct abnormal positioning or misalignment of teeth (malocclusion).
Orthopedic Hand Surgery	Surgical repair or modification of hand tissues and/or bone for restoration and rehabilitation or cosmetic purposes.
Orthopedic Surgery	Medical and surgical treatment of conditions of ligaments, joints, muscles, tendons and related structures.
Orthotics & Prosthetics	Vendor that supplies orthotic and prosthetic devices. An orthotic device is an appliance or apparatus used to support, align, prevent or correct deformities or to improve the function of movable parts of the body. A prosthetic device is an artificial body part that substitutes for a missing body part, such as an arm or a leg.
Osteopathic Medicine	Diagnosis and treatment of general medical conditions. Specialization in the primary care of all age groups.
Otolaryngology	Medical and surgical treatment of disorders of the head and neck (ear/nose/throat).
Pain Management	Evaluation and treatment of pain either associated with or separate from other medical disorders.
Pathology	Study of tissue and body fluids to diagnose functional changes caused by disease.
Pediatric Adolescent Medicine	Evaluation, treatment and management of conditions associated with the adolescent stage of development.
Pediatric Allergy & Immunology	Diagnosis and treatment of allergic conditions and diseases of the immune system. A sub-specialty of Pediatrics.
Pediatric Cardiovascular Disease	Diagnosis and treatment of children for conditions of the heart. A sub-specialty of Pediatrics.
Pediatric Critical Care Medicine	Prevention, diagnosis and treatment of diseases of children from birth to adolescence.
Pediatric Diagnostic Laboratory Immunology	Study of tissue and body fluids to diagnose functional changes caused by disease.
Pediatric Emergency Medicine	Treatment of critically ill or injured children in a pre-hospitalized setting either in the field or in an emergency room. A sub-specialty of Pediatrics.
Pediatric Endocrinology	Diagnosis and treatment, for children, of diseases of ductless glands (thyroid, parathyroid, pituitary, adrenals, pancreas, ovaries, testes). A sub-specialty of Pediatrics.
Pediatric Gastroenterology	Diagnosis and treatment, for children, of diseases and conditions of the esophagus, stomach and intestines. A sub-specialty of Pediatrics.
Pediatric Hematology & Medical Oncology	Diagnosis and treatment, for children, of diseases of blood and blood formation, related organs, and lymph glands. A sub-specialty of Pediatrics.
Pediatric Infectious Disease	Diagnosis and treatment, for children, of illnesses caused by infectious organisms such as viruses, bacteria and parasites in any organ of the body. A sub-specialty of Pediatrics.
Pediatric Nephrology	Diagnosis and treatment of diseases of the kidney in children. A sub-specialty of Pediatrics.
Pediatric Ophthalmology	Medical and surgical treatment of children for diseases and disorders of the eye, including the evaluation of

	vision and prescription of lenses for visual problems. A sub-specialty of Pediatrics.
Pediatric Physical Therapy	Corrective rehabilitation, for children, by the use of physical, chemical and other properties of heat, light, water, electricity, sound, massage and active, passive and resistive exercise.
Pediatric Rheumatology	Diagnosis and treatment, for children, of diseases of the joints, ligaments, muscles, bones and tendons. A sub-specialty of Pediatrics.
Pediatric Sports Medicine	Diagnosis and treatment, for children, of conditions associated with recreational or competitive athletic activity. A sub-specialty of Pediatrics.
Pediatric Surgery	Diagnosis and operative treatment, for children, of diseases, injuries and disorders. A sub-specialty of Pediatrics.
Pediatrics	Prevention, diagnosis and treatment of diseases of children from birth to adolescence.
Pedodontics	Treatment of teeth and mouth conditions of children.
Pharmacy	A place of business which specializes in preparing, identifying and dispensing medications.
Physical Medicine & Rehabilitation	Treatment and rehabilitation following injury or disease using mechanical devices and physical therapy.
Physical Rehabilitation Center	Facility that provides corrective rehabilitation by the use of physical, chemical and other properties of heat, light, water, electricity, sound, massage and active, passive and resistive exercise.
Physical Therapy	Corrective rehabilitation by the use of physical, chemical and other properties of heat, light, water, electricity, sound, massage and active, passive and resistive exercise.
Physician Assistant	A health professional that practices medicine under the supervision of a medical doctor (MD).
Plastic & Reconstructive Surgery	Surgical repair or modification of tissue and/or bone for restoration and rehabilitation or cosmetic purposes.
Podiatric Surgery	Surgery of the foot and ankle.
Podiatry	Surgery of the foot and ankle.
Preventive Medicine	The study of the effects that the environment has on health. Includes advising patient of measures which can be taken to maintain or improve health.
Preventive Medicine - Occupational	The study of the effects that the environment has on health. Includes advising patient of measures which can be taken to maintain or improve health.
Preventive Medicine - Public Health	The study of the effects that the environment has on health. Includes advising patient of measures which can be taken to maintain or improve health.
Prosthodontics	Treatment to restore natural teeth and /or the replacement of missing teeth with artificial substitutes.
Psychiatry	Physicians who have medical training which enables them to understand the complex relationship between emotional illness and other medical illnesses. Psychiatrists specialize in the diagnosis and treatment of mental and emotional illness and alcohol and other drug problems, including detoxification and rehabilitation by using a combination of counseling, psychotherapy, and medications.
Psychiatry - Child & Adolescent	A sub-specialty of general psychiatry, deals with the prevention, diagnosis and treatment of mental and emotional disorders and/or drug problems in children and adolescents. Child and Adolescent Psychiatrists have the same training and provide the same services as general Psychiatrists in addition to having certification in this sub-specialty area. Note: General Psychiatrists also often treat adolescents.
Psychology	A practice specialty that uses psychotherapeutic techniques with individuals, couples, families and groups to diagnose and treat mental and emotional disorders and/or alcohol and other drug problems. Develops, administers and interprets tests of mental abilities, aptitudes, interest, personality characteristics and motivations to aid in the assessment and diagnostic process.
Radiation Oncology	Use of radiant energy and isotopes in the study and treatment of disease, especially malignant cancer. A sub-specialty of Radiology.
Radiology	Use of X-rays, radium and other forms of radiation to diagnose and treat disease.
Reproductive Endocrinology	Diagnosis and treatment of the endocrine system, particularly as it relates to infertility. A sub-specialty of Obstetrics and Gynecology.
Residential Treatment Center	Facility where the patient resides and receives treatment and other appropriate services for mental health or chemical dependency disorders under the supervision of behavioral health care professionals. Rehabilitation treatment for chemical dependency disorders and residential treatment for adolescents with mental health or psychiatric conditions are included in this level of care. This is 24-hour care, but the intensity of services is less than in an acute inpatient facility.
Retail Locations	An optical store whose purpose is to sell eyeglasses and frames.
Rheumatology	Diagnosis and treatment of diseases of the joints, ligaments, muscles, bones and tendons. A subspecialty of Internal Medicine or Pediatrics.
Skilled Nursing Facility	Sub-acute care facility that provides inpatient care at a less intensive level than is provided in an acute care hospital.
Sleep Medicine	Diagnosis and treatment of sleep disorders.

Speech Therapy	Application of principles, methods, and procedures for measurement, testing, identification, prediction, counseling or instruction related to the development and disorders of speech, voice or language. Identification and rehabilitation of disorders of speech, voice and language.
Surgery	Diagnosis and operative treatment of diseases, injuries and disorders.
Thoracic Surgery	Surgical treatment of diseases and disorders of organs within the chest cavity, including the heart, major blood vessels, lungs, and esophagus. A sub-specialty of Surgery.
Transportation Non-Emergent	Vehicle that transports patients to and from medical facilities for non-emergent health care services.
Undersea Medicine	Definition not available.
Urgent Care Clinic	Medical practice/clinic that provides services for non-preventive or non-routine conditions and are needed in order to prevent the serious deterioration of a member's health following an unforeseen illness, injury or condition.
Urology	Diagnosis and medical or surgical treatment of disease and disorders of the genitourinary tract.
X-Ray/Diagnostic Imaging	Facility where radiological procedures, such as X-rays, computerized axial tomography (CAT) scans, and magnetic resonance imaging (MRI), are performed.

[Back to the top of Specialty Definitions](#)

[Back to the top of Help](#)

Location or Name Step - Enter Location or Name

You may search by either location or name. When searching by a location, you must provide at least:

1. Zip code OR
2. City and state OR
3. Address and zip code OR
4. County

To search a particular distance around a street address, city or zip code, you will need to select the desired range from the 'Miles' drop-down list. Please note that you may need to come back and increase the mileage in the 'Miles' drop-down list in order to accommodate all of your search criteria.

When searching by name, you may search by physician/professional or facility/medical group name. You must enter a state for either type of name search. If you are unsure of the spelling, enter the first few letters of the last name or facility/medical group. By doing this, for example entering 'Thom', you will see all of the providers that begin with the letters entered, e.g. Thomas', Thompson's, Thom's, etc. The more letters you enter helps narrow the search results. The fewer letters you enter will give you a broader set of results. Please be aware that the letters you enter will only find results with physician/professional or facility/medical group that begin with those exact same letters.

Once location or name criteria is entered, you may locate providers or enter additional criteria to further refine your search.

For Blue Cross Senior Secure Medicare+Choice HMO Only –

When the Blue Cross Senior Secure HMO plan has been selected and you are searching for a Primary Care Physician, you will need to enter your home county. Blue Cross Senior Secure HMO requires a Primary Care Physician to be from the member's home county. You may search by additional location or name information to further narrow your search after entering your home county in the box at the top of the page.

[Back to the top of Help](#)

Additional Criteria Step

The Further Refine Search (Advanced Search or Additional Criteria) step is an optional page to help refine your search even further based upon additional information that might be important to you. Each option has been narrowed based on information selected in the previous steps.

If you are not satisfied with the number of choices available in each drop-down box, you will need to change your previously selected search criteria. A good place to start is the location information on the 'Location or Name Step.'

Results Page – Physicians and Health Care Professionals

All of the search criteria you selected in the previous steps can be found at the top of the provider results page. Your search criteria will change for each provider search you conduct.

You will be able to print your results by selecting the 'Print a directory of these providers' button. The results will be formatted by provider specialty. Once you see the formatted search results you can either print and/or save the results to your computer. To save a copy, select the diskette icon on the tool bar. To print select the printer icon on the toolbar.

The list of providers is sorted by proximity to the location information you entered. To select a different sort option, click on the 'Sort Results By' drop-down box at the top of the page. This will allow you to sort by many of the different items listed on the page.

To find a map of the provider's location, click on the map icon in the provider's row of information. A map will be displayed, as well as driving directions from the location you entered previously. If you did not enter a location, you will be prompted to enter address information to obtain driving directions.

By selecting a provider's name, you can find more detailed information about the provider. Secondary languages, enrollment codes, hospital affiliations and additional addresses are some of the additional elements provided on the detail page.

By selecting a specialty name, you can find a definition of that specialty.

By selecting a medical group or IPA name, you can find more detailed information about the medical group or IPA. Office hours, enrollment codes, hospital affiliations and physicians/professionals affiliated with the medical group or IPA are some of the additional elements provided on the detail page.

If you are not satisfied with the results you received, you may select the 'Change Location or Name' button to change previously entered criteria to either broaden or narrow your search. To narrow your search, it is recommended to enter as much information as possible, including the items on the Advance Search page. To broaden your search, it is recommended to remove some criteria you have selected, especially on the Advance Search page, or increase the miles to search on the Location and Name page.

HMO and Blue Cross Plus Plans Only (except Medi-Cal HMO, AIM HMO and Healthy Families HMO)

The Provider Performance Profile summarizes information about medical groups and independent practice associations (IPAs) in seven different categories. The seven categories are:

- *Overall Performance in California*: Compares the overall performance of provider groups throughout the state of California.
- *Medical Group/IPA Quality Monitor*: Outcomes of audits that ensure provider groups and their staff meet accepted standards health care service.
- *Member Complaint Resolution*: Member disagreements with a medical decision, member complaints against a medical group, and responsiveness of groups in resolving these issues.
- *Member Retention*: Number of members who remain with a medical group or leave for reasons other than dissatisfaction with care or poor service by the provider group.
- *Staying Healthy*: Keeping female members up-to-date with their breast cancer and cervical cancer screenings are and physician or health provider inquiries into smoking.
- *Service Satisfaction and Access to Care*: Satisfaction survey results regarding how easy it is for patients to see their doctor, the doctor's communication skills, the quality of care received and the overall helpfulness of doctor and staff.
- *Overall Performance in Region*: Compares overall performance of provider groups within our Northern and Southern regions.

Results Page – Hospitals and Health Facilities

All of the search criteria you selected in the previous steps can be found at the top of the institution results page. This will vary according to what options are selected with each institution search you conduct.

You will be able to print your results by selecting the 'Print a directory of these providers' button. The results will be formatted by specialty. Once you see the formatted search results you can either print and/or save the results to your computer. To save a copy, select the diskette

icon on the tool bar. To print select the printer icon on the toolbar.

The list of institutions is sorted by proximity to the location information you entered. To select a different sort option, click on the 'Sort Results By' drop-down box at the top of the page. This will allow you to sort by many of the different items listed on the page.

To find a map of the institution's location, click on the map icon in the institution's row of information. A map will be displayed, as well as driving directions from the location you entered previously. If you did not enter a location, you will be prompted to enter address information to obtain driving directions.

By selecting an institution's name, you can find more detailed information about the institution. A list of affiliated physician's is one of the additional elements provided on the detail page.

Health Care Advisor by Subimo takes you through a series of questions where you can identify your preferences when selecting a hospital. It then provides you with a list of hospitals that best match your selections. The display of your selections will include quality data such as outcome experience (how well the procedures went) and number of annual procedures conducted at the hospital. Health Care Advisor by Subimo houses information about procedures, treatments and illnesses that also may help you when you are facing a health situation. *Note: The Subimo website is owned and operated by Subimo, P.O. Box 5335, River Forest, Illinois 60305. Subimo, LLC is solely responsible for its website and is not affiliated with Blue Cross of California or any affiliate of Blue Cross of California.*

If are not satisfied with the results you received, you may select the 'Change Location or Name' button to change previously entered criteria to either broaden or narrow your search. To narrow your search, it is recommended to enter as much information as possible, including the items on the Advance Search page. To broaden your search, it is recommended to remove some criteria you have selected, especially on the Advance Search page, or increase the miles to search on the Location and Name page.

[Back to the top of Help](#)

Detail Page

Below are some definitions of the items that appear on the detail page:

Secondary Language – Languages other than English spoken by the physician or health care professional.

Medical Group/IPA affiliation – Groups to which physician or professional is associated. For most HMO plans, you will be referred to specialists who are affiliated with the same medical group/IPA as your primary care doctor. Click on the medical group/IPA name for additional information.

Hospital Affiliation – Hospitals where the physician has admitting privileges. Click on the hospital name for additional information.

Plan Affiliation – Other Blue Cross plans in which the physician, hospital or other health professional is participating.

Map and Driving directions – Select the map icon to view a map of the physician, hospital or health care professional location and to obtain driving directions.

Board Certified – Specialty boards certify physicians as having met certain published standards. There are 24 specialty boards that are recognized by the American Board of Medical Specialties (ABMS) and the American Medical Association (AMA).

Enrollment code/PCP ID (paper) – (HMO Only) – Code used to select your PCP when enrolling by enrollment form.

Enrollment code (phone) – (HMO Only) – Code used to select your PCP when enrolling by telephone

Accepting New Patients – Indicates whether a provider is seeing new patients

Speedy Referral – Some CaliforniaCare (HMO) Medical Groups (PMGs and IPAs) participate in the ReadyAccess program. The ReadyAccess program consists of 2 parts, Direct Access and Speedy Referral. A PMG or IPA may participate in one or both parts of the ReadyAccess program. Speedy Referral allows your PCP to make expedited referrals to any one of the following 15 areas of specialty: Cardiology, Dermatology, Endocrinology, ENT (Otolaryngology), Gastroenterology, General Surgery, Hematology, Neurology, Oncology, Ophthalmology, Orthopedic Surgery, Podiatry, Routine Laboratory, Routine X-Ray and Urology.

Direct Access – Some CaliforniaCare (HMO) Medical Groups (PMGs and IPAs) participate in the ReadyAccess program. The ReadyAccess program consists of 2 parts, Direct Access and Speedy Referral. A PMG or IPA may participate in one or both parts of the ReadyAccess program. Direct Access allows you, the member, to self-refer to one of the following 3 areas of specialty: Allergy/Immunology, ENT (Otolaryngology) and Dermatology. Please verify each specialist's status with your Medical Group prior to making an appointment, as the physician's status is subject to change. For outpatient mental health services, members may directly access a participating behavioral health care professional from the Blue Cross Behavioral Health Network.

CCS – (SSP California Only) – California Children Services

CHDP – Child Health & Disability Prevention Program

CPSP – Comprehensive Prenatal Services Program

Wheelchair Accessible – Indicates whether the provider location is wheelchair accessible

Provider Performance Profile – Summarizes information about medical groups and independent practice associations (IPAs) in seven different categories. The seven categories are:

- *Overall Performance in California*: Compares the overall performance of provider groups throughout the state of California.
- *Medical Group/IPA Quality Monitor*: Outcomes of audits that ensure provider groups and their staff meet accepted standards health care service.
- *Member Complaint Resolution*: Member disagreements with a medical decision, member complaints against a medical group, and responsiveness of groups in resolving these issues.
- *Member Retention*: Number of members who remain with a medical group or leave for reasons other than dissatisfaction with care or poor service by the provider group.
- *Staying Healthy*: Keeping female members up-to-date with their breast cancer and cervical cancer screenings are and physician or health provider inquiries into smoking.
- *Service Satisfaction and Access to Care*: Satisfaction survey results regarding how easy it is for patients to see their doctor, the doctor's communication skills, the quality of care received and the overall helpfulness of doctor and staff.
- *Overall Performance in Region*: Compares overall performance of provider groups within our Northern and Southern regions.

[Back to the top of Help](#)

A Few Helpful Definitions

Health insurance, like any complicated subject, has its share of technical terms and abbreviations. To help, we've provided you with easy to understand definitions of some of the more common words and phrases used in talking about the subject.

Annual Deductible	The amount you pay for covered expenses first, before an insurance plan begins to pay benefits. Some plans require deductibles for all services, some for just certain types of services; others require no deductible at all.
Board Certified	This designates that the provider is Board Certified by the American Board of Medical Specialties (ABMS) in that particular specialty. The intent of the certification of physicians is to provide assurance to the public that a physician specialist certified by a Member Board of the ABMS has successfully completed an approved educational program and evaluation process which includes an examination designed to assess the knowledge, skills, and experience required to provide quality patient care in that specialty.
Co-pay/Co-Insurance	The flat amount or percentage you pay for a covered service after you satisfy the annual deductible, if any.
Covered Expenses	Charges for services which are medically necessary and eligible for payment under the plan. A covered expense can be no more than the maximum amount stated in the plan.
Drugs, Formulary	Drugs which the medical literature indicates are clinically effective, safe and of reasonable cost. The goal of our formulary list of prescription drugs, as established for the WellPoint Pharmacy Plan, is to identify and promote prescription drugs which are therapeutically appropriate and cost-effective.
Drugs, Non-Formulary	Prescription drugs not on our formulary list.
Emergency	A sudden, serious or unexpected acute illness, injury or condition which could permanently endanger your health if medical treatment is not received immediately.
Group Insurance	A single policy issued to an employer under which employees and their eligible family members may be covered. Each employee receives a certificate of coverage outlining his/her health plan benefits.
HMO (Health Maintenance Organization)	An organization that provides a wide range of comprehensive health care services through a designated group, or network of doctors, hospitals, labs and other providers. To receive benefits, you must see the doctor you select as your primary care physician first for care or a referral, except in the case of an emergency. Your choice of doctors is restricted to those in the network.
Hospitals, Non-Contracting	Hospitals that are not part of the Blue Cross of California network and that have not signed a standard contract with us are considered non-contracting hospitals. We do not pay benefits for services provided by non-contracting hospitals except in the case of a medical emergency.
Hospitals, Participating	Hospitals that are part of the Blue Cross of California network.

Individual insurance	Health care coverage for individuals or single family units.
Limited fee schedule	A list of maximum amounts we will pay for certain services provided by non-network providers. You are responsible for paying your co-insurance and any amount over the limited fee schedule.
Medical Group	A group of doctors, both primary care physicians and specialists, who are practicing in one location to provide health care services. Most medical services, including special exams, X-Ray and laboratory tests are available in one convenient location.
Negotiated fee	The discounted rates that Blue Cross of California network doctors and hospitals agree to charge for covered expenses.
Network/in-network	The term used for services received from doctors, hospitals and other providers contracting with us to provide care at the negotiated fee and to handle the paperwork.
Out-of-network/non-network	The term used for services received from doctors, hospitals or to the providers that are not part of the network. You pay substantially more for out-of-network services.
Out-of-pocket maximum	The most you pay for covered expenses during the year before the plan begins paying 100% of covered expenses for the rest of the year. Only covered expenses count toward the maximum. For example, any charges above the limited fee schedule for out-of-network doctor's services do not count.
PCP (Primary Care Physician)	The doctor who serves as your HMO health manager and coordinates virtually all of the health care services you receive. Your PCP provides you with routine medical care and refers you to a specialist if necessary.
POS (Point of Service)	Similar to a PPO (Preferred Provider Organization, see below), but member must select a Primary Care Physician (PCP).
PPO (Preferred Provider Organization)	Health care providers who are under contract to provide care at discounted or fixed fees. Unlike HMOs, health plans with a PPO allow you to choose any doctor at any time. However, if you select a non-PPO provider you will pay more out of pocket for services than you would if you selected a PPO "network" provider.
Pre-existing Condition or Pre-existing Waiting Period	If you receive medical advice, or treatment was recommended or received for any accident, illness, or other medical condition during six months before you enroll in a plan, you won't be covered for the care you receive as a result of that condition until you've been enrolled in the plan for six months. If you satisfied the six-month waiting period, you won't need to complete another pre-existing waiting period. You will receive partial credit if you were insured under another plan for less than six months.
Qualifying prior coverage	Any individual or group plan that provides medical, hospital, and surgical coverage, including continuation or conversion coverage or coverage under a publicly sponsored program such as Medicare or Medicaid. It does not include accident only, credit, disability income, Medicare supplement, long term care insurance, dental, vision, workers' compensation insurance, automobile insurance, no-fault insurance, or any medical coverage designed to supplement other private or governmental plans.
Specialist	A physician whose practice is limited to a particular branch of medicine or surgery. NOTE: HMO plan members will not be eligible for any benefits for services received by any unauthorized specialist. If your Primary Care Physician (PCP) feels that a specialist is needed to treat your condition, your PCP will refer you to the appropriate specialist. Your PCP will also prepare a Referral Authorization Form if you must see a specialist that is not in your Medical Group.
Stop Loss	See "out-of-pocket maximum".

[Back to the top of Help](#)

Healthcare Advisor by Subimo – Choose the Hospital That Best Meets Your Preferences

Healthcare Advisor by Subimo takes you through a series of questions where you can identify your preferences when selecting a hospital. It then provides you with a list of hospitals that best match your selections. The display of your selections will include quality data such as outcome experience (how well the procedures went) and number of annual procedures conducted at the hospital. Healthcare Advisor by Subimo houses information about procedures, treatments and illnesses that also may help you when you are facing a health situation.

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[Back to the top of Help](#)

Professional Title Chart

CNM	Certified Nurse Midwife
CNS	Clinical Nurse Specialist
CRNA	Certified Registered Nurse Anesthetist
DC	Doctor of Chiropractic
DMD	Doctor of Dental Medicine

DDS	Doctor of Dental Surgery
DO	Doctor of Osteopathy
DPM	Doctor of Podiatric Medicine
LAC	Licensed Acupuncturist
LCSW	Licensed Clinical Social Worker
MD	Doctor of Medicine
MFCC	Marriage, Family and Child Counselor
MFT	Marriage and Family Therapist
NMW	Nurse Midwife
NP	Nurse Practitioner
OD	Optometrist
OT	Occupational Therapist
PhD	Doctor of Philosophy
RN	Registered Nurse
RPT	Registered Physical Therapist

[Back to the top of Professional Title Chart](#)

[Back to the top of Help](#)

IPA/PMG Definitions

Participating Medical Group/Independent Physician Association

PMG: (Participating Medical Group) A group of doctors, both primary care physicians and specialists, who are practicing in one location to provide health care services. Most medical services, including special exams, X-Ray and laboratory tests are available in one convenient location.

IPA: (Independent Practice Association) Primary Care Physicians (PCP) who practices in his/her own office, but is part of a larger network of many physicians. They will refer you to a specialist, usually close by, or to a medical lab for special work.

[Back to the top of PMG/IPA Definitions](#)

[Back to the top of Help](#)

Co-Pay Indicator

The "Ribbon" icon identifies the Medical Group/IPA with lower co-pays. Based on this information and knowing the co-pay range of your particular benefit plan, you can lower your out-of-pocket costs by choosing a Medical Group with a "Ribbon" icon.

[Back to the top of Help](#)

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