

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 Care* 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*.

The screenshot shows the 'My Provider Information' page on the Independence Health Plan website. The page has a blue header with the Independence logo and navigation tabs: Home, Benefits, Claims & Spending, My Care, and Health & Well-Being. Below the header is a blue bar with the text 'My Provider Information'. A message states: 'You can favorite a doctor or hospital to save them in your records below.' with a button 'Add New Favorite'. There are two search boxes: 'Specialty' with a dropdown menu set to 'All Specialties', and 'Keyword Search' with the example 'ex. Labcorp'. Below these are four provider categories, each with an icon and a list of providers:

- Primary Care Physician**: John Doe Medical, PCP ID: 123456789, Effective: Dec 26, 2016. Address: 1234 SOME STREET, PHILADELPHIA PA 12345, (123) 345-6789. A 'Change' button is visible.
- Physical Therapy**: Pennsylvania Hospital of The University of Pennsylv. Note: 'In order to be covered for Physical Therapy, you must see this provider.'
- Laboratory Diagnostics**: Excel Physical Therapy. Note: 'In order to be covered for Laboratory Diagnostics, you must see this provider.'
- Radiology**: LabCorp of America. Note: 'In order to be covered for Radiology, you must see this provider.'

The screenshot shows the 'Find a Doctor' tool results for 'Doe, John, MD'. The search criteria are 'Doctors by Name' and 'Doe, John'. The doctor's profile includes:

- Profile Information**: John Doe, MD, John Doe Medical Group, Quality Reports, 4-star rating (4 reviews).
- Favorite/Compare**: Options to favorite or compare the doctor.
- Location**: John Doe Medical Group, 1234 SOME STREET, PHILADELPHIA PA 12345.
- Contact**: Main: (123) 345-6789, Fax: (123) 345-6780, 1.3 mi. away, Directions.
- Hours**: Today, 8:30 AM - 7:30 PM, Provider ID: 1233456789, Specialties: Family Medicine.
- Services**: Accepting new patients, Primary Care Provider, 8 Plans Accepted.
- Logos**: Total Care logo.
- Additional Info**: Languages Spoken: English, Gender: Male, Board Certifications: No information available, Group Affiliations (1), Admitting Privileges (3).
- Education**: MD (2009): Drexel Univ Coll Of Med, Residency: Hospital Of The University Of Pa.
- Find affordable services**: A red-bordered box containing the text: 'HMO/POS members are required to use sites designated by their PCP for services, which could include radiology, physical therapy and lab. See below for this PCP's designated sites.' Below this box are two items: 'LabCorp of America' and 'Testing and laboratory 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), spinal manipulations 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 ibx.com 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 ibx.com 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.