Lurie Children's Pediatric Partners

## How to Update or Change PCP for BlueCross BlueShield Patients

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IMPORTANT: This document gives instructions for how to update or change your primary care physician (PCP) with BlueCross BlueShield. To ensure a smooth transition, it is suggested that patients reach out to the office of the newly chosen PCP to verify their acceptance of new patients and to arrange an appointment. Please note that this guide is current as of 10/3/2023.

Patient Self-Service Guide
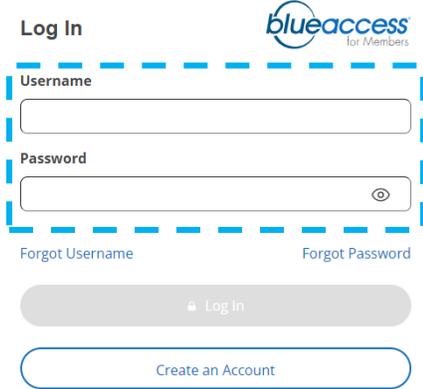
1. Login to Your Blue Access Account:
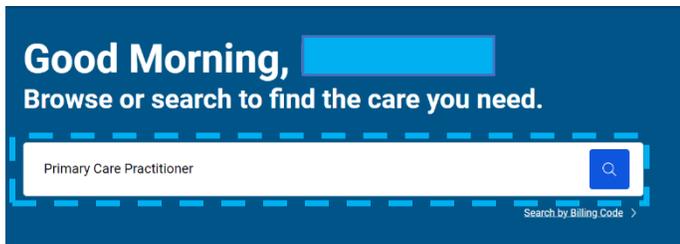-Visit the official Blue Access for Members (BAM)
-Log into your account using your username and password.
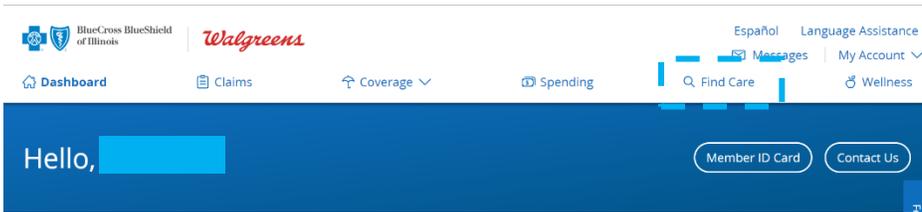
2. Find the Section to Change or Update Your Primary Care Provider:
-Click on "**Find Care**". The website will be directed to the Find Care page, select **Find a Doctor or Hospital**

3. Search for a Provider in the Provider Finder Tool:
-You will be directed to the Provider Finder tool to find network provider options in your area. Search for "**Primary Care Practitioner**" in the Provider Finder tool search bar to find all primary care providers near you or search for the name of your preselected provider.

4. Review Available PCP Options:
-Browse the list of PCPs in your area and review their profiles, including their credentials, specialties, and patient reviews if available.

5. Select and Confirm Your New PCP:
-Once you're ready to make your selection, contact your new PCP via phone or online scheduling service to schedule your appointment

If you encounter any issues or have questions during the process, do not hesitate to contact BCBS customer service at 1(800) 538-8833. They can also assist you in making the PCP change.

ADAPTED FROM BCBS Illinois