



WHEN TO SEE YOUR DOCTOR – AND WHY YOU NEED ONE

Having a regular doctor – also called a primary care provider (PCP) – not only helps you get healthy but stay healthy. A PCP helps you navigate all your healthcare needs, from big to small.

Your PCP can be a family practice, internal medicine, pediatrician, OB-GYN or general practice provider.

It's a good idea to see your PCP at least once a year, even when you're healthy. Routine preventive care will cost little to nothing in out-of-pocket cost. When you get an annual wellness exam, your PCP can help you stay healthy and catch any issues early.

If you need a specialist, your PCP can refer you to one in your network. This makes it easier for you to find specialized care and saves you money by staying in your network.

When you need care right away, your PCP can even be your first call.

Here are a few ways to find in-network care:

- Log in to the Blue Cross of Idaho member app and select **Find Care**.
- Visit **members.bcidaho.com** and log in to your member account. Select **Search Tools**, then select **Find a Provider**. There, you can search and find a list of providers in your network.
- Call us at the number on the back of your member ID card and we'll help you find a provider in your network.

WHEN YOU NEED CARE RIGHT AWAY

The emergency room (ER) isn't always the best place to go when you need care right away. If you're sick or injured but know that it's not life threatening, you have options:

- Contact your PCP right away. You might be able to make a same-day appointment in person or through telehealth (secure video chat or over the phone).
- Visit an in-network urgent care clinic. You can get care right away if you're sick or injured and even get drugs sent to your pharmacy. Some urgent care clinics even offer telehealth visits.

WHEN YOU NEED TO GO TO THE ER

Go to a hospital or ER for help in a life-threatening emergency, such as:

- Possible heart attack or stroke
- Poisoning
- Serious burns
- Difficulty breathing
- Broken bones
- Bleeding that cannot be stopped

Care you get at the ER during an emergency, or what you believe to be an emergency, will be covered by your plan. However, it's best to know which hospitals are in network so you have a plan before there's an emergency. Use our search tools or call the Blue Cross of Idaho Customer Service Department at the number on the back of your member ID card to make sure you know which nearby hospitals are in network.