

Step 1:

Go to: www.Anthem.com/ca

Click on the "Find Care" on the top right corner



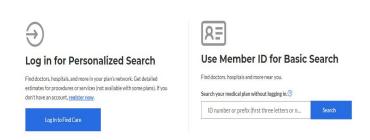
Step 2:

There are two ways to search for a doctor.

Anthem Members:

Click on "Login" with your Username and Password

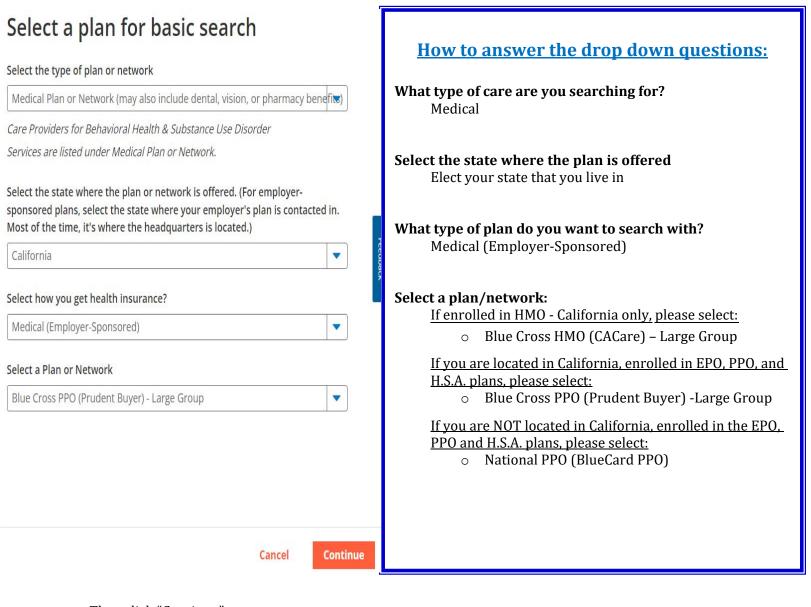
For Guests: Following the below steps.





When searching under the GUEST option, you have a series of drop-down boxes.

Click on the drop-down boxes for the appropriate answers:

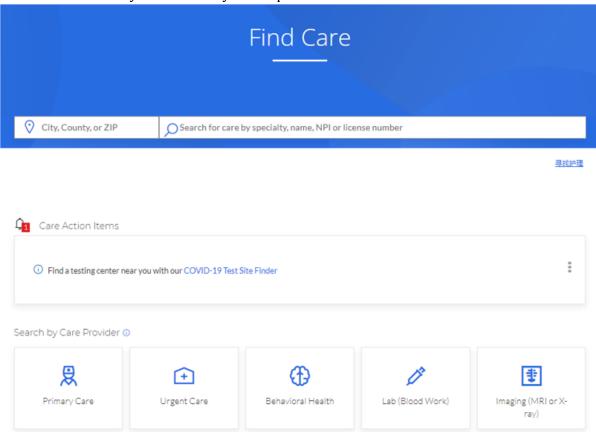


Then click "Continue"

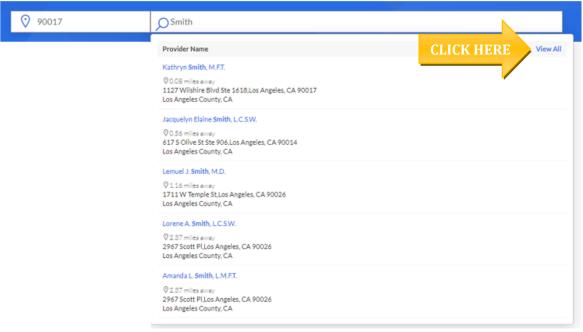
Step 3:

Search for care by

- Enter your City or County or Zip Code
- Specialty, Name, NPI, or License Number
- You also have the ability to click on any of the quick link Care Provider listed in blue



If you enter a provider's Name and your zip, a list of providers will generate that have similar names. To view the full list of providers with similar names, please click on "View All"



A list of providers will populate per your search. You can print or email the list to your personal email if you choose.



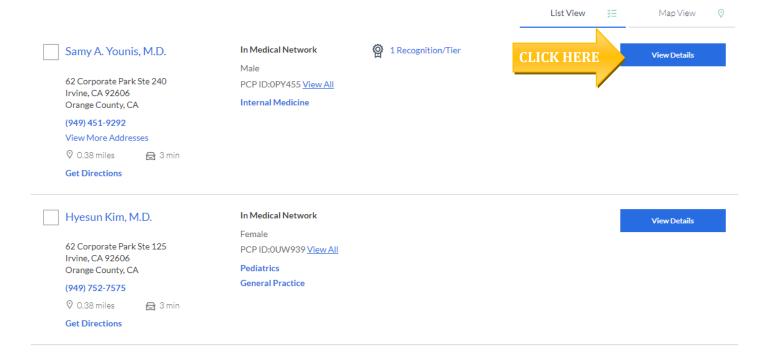
Step 4: HMO Plan - I am enrolled in the HMO plan how do I find my doctor's PCP ID number?

- After entering your City or County or Zip Code
- Click on the "Primary Care" button under the Search by Care Provider section

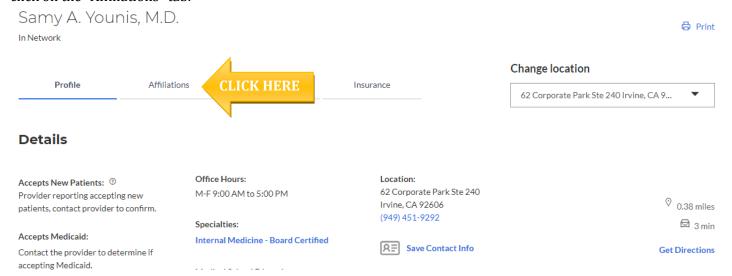
Search by Care Provider (1)



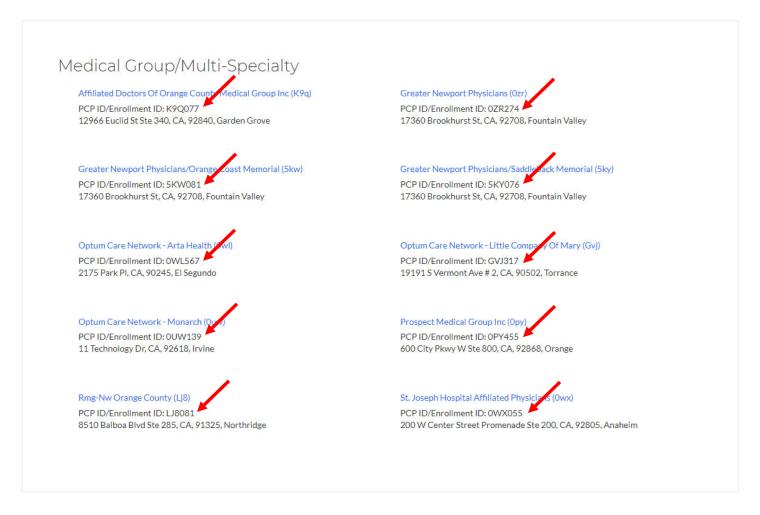
When the search populates with providers in your area you will need to determine which PCP ID/Enrollment ID number to use to designate them as your primary care physician. To view this information, please click on the "View Details" button for the specific provider you are interested in.



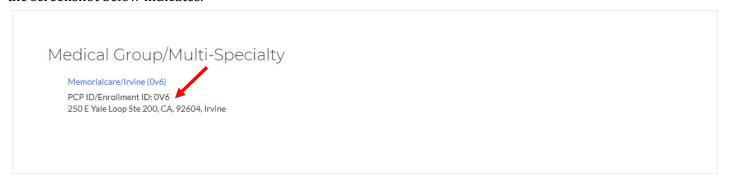
You will then land on the provider's details page. To view the medical groups the provider is affiliated with, please click on the "Affiliations" tab.



Please note that your provider may participate in numerous medical groups. Please utilize the PCP ID/Enrollment ID which corresponds with the medical group of choice for your enrollment. Please note Primary Care Physicians a six-digit code, as indicated within the below screenshot:

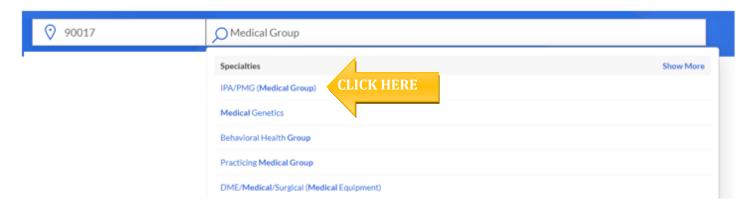


If there is no "PCP ID/Enrollment ID" code reflected, the member would use the code beside the Medical Group name. Please note medical groups have a 3 digit code for the below example the medical group code is "0V6" as the screenshot below indicates.



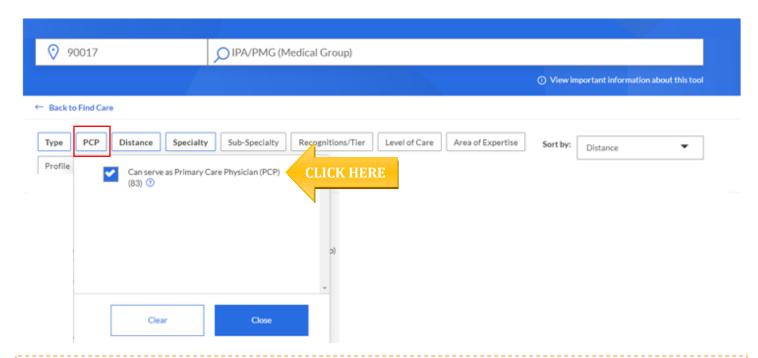
Step 5: HMO Plan - How to search for Medical Groups

- After entering your City or County or Zip Code
- Enter in "Medical Group" within the Search Field
- Click on IPA/PMG (Medical Group) to view a complete list of medical groups in your HMO network.



Once the listing of Medical Groups appears, one will need to do the following:

- Under PCP drop-down menu
- Select "Can Serve as PCP"
- The medical groups that state 'Practicing Medical Groups' can serve as Primary Medical Groups. (3 Digit Alpha Numeric Code)



Important to Remember for HMO:

- HMO care is managed by the <u>medical group</u> your choose.
- Make sure the doctor you choose has a contract with the medical group you select.
- Make sure the <u>medical group</u> you elect is part of the correct HMO network.
- If you are trying to coordinate to have the opportunity to utilize a specific hospital, make sure that both the doctor and the medical group are contracts with the hospital However, it is up to the medical group as to which hospitals they utilize regardless of contractions.
- For members to get to use the specific hospital for non-emergencies certain requirements must be met:
 - The hospital must be in Anthem's network of contracted hospitals
 - The admitting doctor must have admitting privileges as the hospital.
 - The medical group must approve the hospital admission. The medical group may send the member to a different facility.