



**BlueCross BlueShield
of Illinois**

How to Navigate Our Updated Provider Finder®

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Blue Cross and Blue Shield of Illinois (BCBSIL) has recently updated the Provider Finder tool, which is accessible via a link on our Member and Provider websites. The updated Provider Finder optimizes search results so that our members can more easily locate in-network physicians, specialists and other health care providers.

From the provider perspective, it's important to note changes in the way you use the tool to review your own information, or help direct our members to other in-network providers. Below is a step-by-step guide to help you navigate the updated Provider Finder.

To check your own information for accuracy:

1. Use the link on our [Provider website](#) as you normally do
2. Select "Find a Doctor or Hospital"
3. Select "Search as Guest" under "Not a Member Yet?"
4. Once you select "Search as Guest," you will be directed to the updated Provider Finder
5. Answer the "How you get insurance" question based on **what networks you are contracted with through BCBSIL**
 - "Through my employer or my spouse's employer" will search group networks only
 - "Through Medicare/Medicaid" will search for government programs networks only
 - "I buy it myself" will search for retail (Health Insurance Marketplace) networks only
6. Select the **I am a member** option
 - For purposes of completing the search, select any option for the type of care you are looking for
 - Select any network for which you are a contracted provider
 - Enter your name for your specific results

To search for other providers who are in-network for our members:

1. Answer the "How you get insurance" question based on **how the member obtains insurance**
2. For purposes of completing the search, select the **I am a member** option
3. Select the type of care you are looking for (medical, dental, vision, etc.)
4. Select the appropriate product/network according to the member's health plan
5. Enter the specialty, and/or the specialist's name if you are just looking for a location or checking in-network status

Help us continue to help our members find you. If you find discrepancies when checking your own information on the Provider Finder, it's important to submit a request to make the necessary changes. Visit the [Update Your Information page](#) for more information.