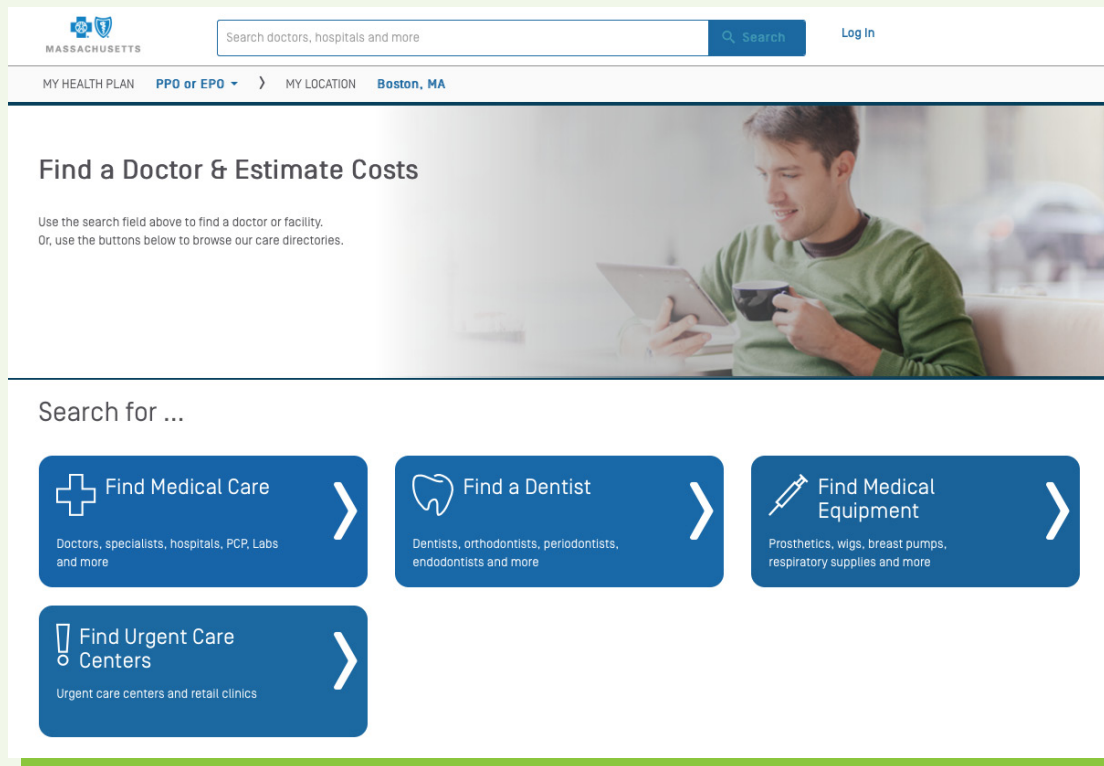


Find the Care You Need with One Simple Tool!

DOCTORS | DENTISTS | HOSPITALS | OTHER HEALTH CARE PROVIDERS

The Information You Want Practically Finds Itself. With clear menus and enhanced search options, Find a Doctor makes it easy to find what you need.



The screenshot shows the top navigation bar with the Massachusetts logo, a search bar containing the text "Search doctors, hospitals and more", and a "Log In" link. Below the navigation bar, there are links for "MY HEALTH PLAN" (with a dropdown menu showing "PPO or EPO") and "MY LOCATION" (set to "Boston, MA"). The main content area features a large image of a man using a tablet, with the heading "Find a Doctor & Estimate Costs" and a sub-heading "Use the search field above to find a doctor or facility. Or, use the buttons below to browse our care directories." Below this, there is a "Search for ..." section with four blue buttons: "Find Medical Care" (with a plus icon), "Find a Dentist" (with a tooth icon), "Find Medical Equipment" (with a syringe icon), and "Find Urgent Care Centers" (with a location pin icon). Each button includes a list of services and a right-pointing arrow.

New and improved!



**FIND A DOCTOR
& ESTIMATE COSTS**

Log in for Best Results

When you log in to your MyBlue account, your network will display automatically. And, when applicable, you can also get access to cost estimation features.

Don't have an account? Create one at bluecrossma.com/findadoctor.

1 How to Search for Doctors and Hospitals

The screenshot shows the top navigation bar with the Massachusetts logo, a search bar containing 'Internal medicine', and a 'Log In' button. Below the search bar, a dropdown menu is open, listing various specialties and facilities. The specialties listed are: Internal Medicine - Physician - Professional, Internal Medicine - Nurse Practitioner - Professional, Internal Medicine - Physician Assistant - Professional, and Maternal and Fetal Medicine - Professional. The facilities listed are: Search for: Internal medicine, Internal Medicine, South Shore Internal Medicine Associates, Internal Medicine Associates PC, Internal Medicine Health Associates PC, Internal Medicine and Preventative Care, Internal Medicine PC, Internal Medicine Hospital Specialists, and Internal Medicine at Rush. The main content area features a 'Find a Doctor & Estimate Costs' section with a search field and a 'Find Medical Care' button.

Type the doctor's name or specialty. You can also use keywords like heart, knee, or eye. A drop-down menu will provide you with results to choose from.

Once you make a selection from the drop-down menu, the search auto-initiates based on your current location.

The screenshot shows the search interface with the location set to 'Boston, MA'. The search bar contains 'Search doctors, hospitals and more'. Below the search bar, there are four guided search buttons: 'Find Medical Care' (Doctors, specialists, hospitals, PCP, Labs and more), 'Find a Dentist' (Dentists, orthodontists, periodontists, endodontists and more), 'Find Medical Equipment' (Prosthetics, wigs, breast pumps, respiratory supplies and more), and 'Find Urgent Care Centers' (Urgent care centers and retail clinics). The main content area features a 'Find a Doctor & Estimate Costs' section with a search field and a 'Find Medical Care' button.

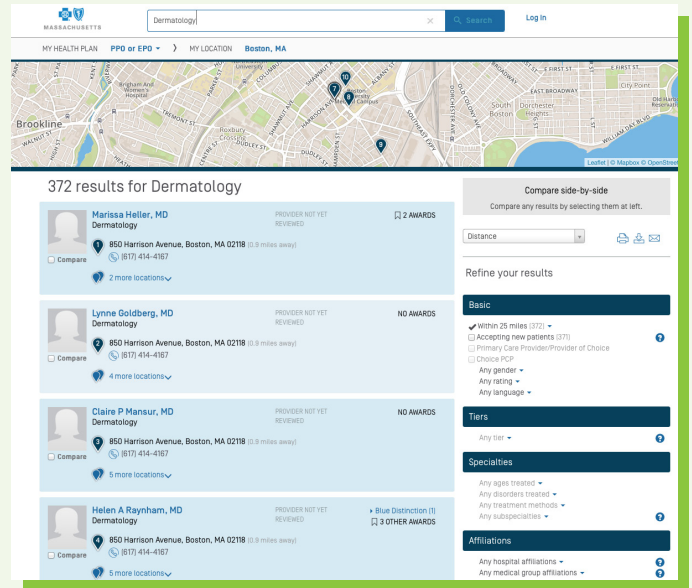
Change your location here. You even have the option to search nationwide!

Find what you need by clicking one of our easy-to-follow guided searches.

2 Using the Results Page

Your results page will list all nearby providers, their contact information, ratings, and more.

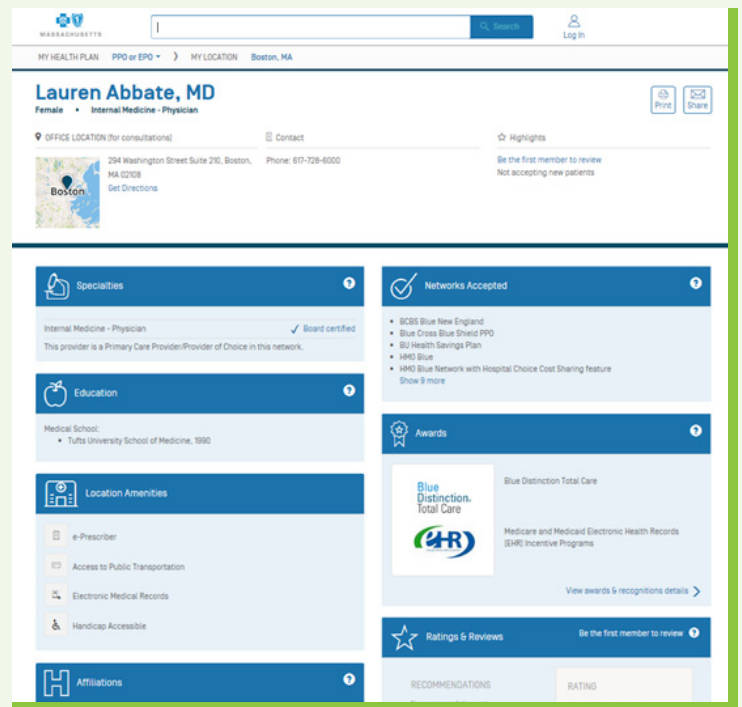
- Narrow your results by specialty, gender, quality, languages, and more.
- Compare up to ten doctors.
- Click a provider's name for more information, including patient reviews of doctors, directions, and quality ratings.
- You also have the ability to create a PDF and email the results.
- And more!



3 Provider's Detail Page What to Look For

- Specialties
- Directions
- Read and write reviews
- Languages
- Awards*
- And more!

* Awards and recognitions are given to doctors and hospitals that demonstrate a high level of performance in providing care.



Get Quality of Care Ratings

Quality and cost of health care vary by doctor and hospital. Selecting the right care is an important decision. We offer objective and reliable information based on patient experiences and measurable clinical data.

Doctors:

- Learn from patients' experiences, such as how well the doctor communicates, ease of getting an appointment, and how well the doctor knows their patients.
- See how well doctors do in providing preventive care, such as cancer screening and immunizations, as well as chronic disease management such as diabetes care.
- Find doctors in the [Physician Recognition Program](#), which recognizes doctors who agree to accept accountability for providing high-quality, high-value, patient-centered health care.

Hospitals:

- Learn from patient feedback, such as how well doctors and nurses at the hospital communicated, how well the hospital helped patients prepare for managing at home, and who would recommend the hospital to family and friends.
- See how acute care hospitals performance measures for recommended hospital care for five conditions: heart attack, heart failure, pneumonia, surgical care improvement and infection prevention, and pediatric asthma.
- Find hospitals with [Blue Distinction Centers designations \(Blue Distinction Total Care, Blue Distinction Center, and Blue Distinction Center+\)](#)—hospitals that have received recognition for delivering high quality specialty care, including bariatric surgery, spine surgery, knee and hip replacement, maternity care, cardiac care, and transplants.

[Blue Distinction Center Total Care \(BDTC\)](#)—Doctors and hospitals recognized for their efforts in coordinating total patient care.

[Blue Distinction Center \(BDC\)](#)—Healthcare facilities recognized for their expertise in delivering specialty care.

[Blue Distinction Center+ \(BDC+\)](#)—Healthcare facilities recognized for their expertise and efficiency in delivering specialty care.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Services at the number on your ID Card (TTY: 711).

Spanish/Español: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

Portuguese/Português: ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).

