

### **BCBSM PPO Plan - Finding Network Providers**

You may need services from a provider type that is not listed in BCBSM's Provider Search directory as a PPO provider or is not contracted in a PPO panel. The following provider types are examples of providers not listed in BCBSM's Provider Search directory as PPO providers or not contracted in a PPO panel:

- Ambulance Suppliers
- Certified Nurse Midwives
- Certified Nurse Practitioners
- Certified Registered Nurse Anesthetists
- Durable Medical Equipment/Prosthetic and Orthotic Suppliers
- Optometrists
- Private Duty Nurses

If you require services from one of these provider types that are not included in the PPO panels, select a provider who participates in BCBSM's Traditional product to avoid out-of-network sanctions.

### **Urgent Care Providers**

BCBSM does not have any "Freestanding" Urgent Care Facilities in the Kalamazoo area. However, there are several clinics that offer Walk-In or After Hours Care, including Promed, Westside and Dr. Bruno's office on Gull Road. As these visits do not require an appointment they are treated as Urgent Care. In addition, both hospitals in Kalamazoo offer "immediate care or "prompt care." These are normally located near the ER, but should be used for non-life threatening services. Since ER/Immediate Care/Prompt Care doctors can rotate between hospitals or practices, in some instances they may not participate with BCBSM's PPO program. If seeking services in this type of setting the member is advised to request a PPO doctor.