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## Managing your health plan online has never been easier.

With your member account at [bcbsm.com](http://bcbsm.com), you have access to:

### One site. One stop.

- **Personal snapshot of your plan:** Check out easy-to-understand graphics that provide a quick snapshot of your deductibles, coinsurance and claims.
- **Single user ID for life:** Once registered, your personal ID stays with you, even if you switch plans, change jobs or retire.

### The power to compare.

- **Powerful search capabilities:** We've added more search and filtering functionality, so you can find the doctors and hospitals that you prefer.
- **Helpful patient reviews:** You can read reviews about specific doctors from other patients and write your own reviews.

### On the go. Good to go.

- **24/7 access:** With your mobile device, you have another way to access important plan information when you need it most, 24 hours a day, seven days a week.
- **On-the-spot doctor and hospital search:** Make decisions on where to go, when you're on the go.
- **Virtual ID card:** If you forgot to bring your ID card to your doctor appointment, there's no need to worry. You can access your virtual ID card right from your mobile device.

### Register now - we've made it easy for you:

- Visit [bcbsm.com](http://bcbsm.com).
- Click **LOGIN** in the upper right corner.
- In the LOGIN box, click **Register Now**. You'll need your member ID card and just a couple minutes.



# Use Find a Doctor to search for a doctor, hospital or other health care provider at [bcbsm.com](https://bcbsm.com).

## U-M Health Regional Network, Sparrow MNA PPO Plus and Sparrow MNA-PESCH BCBSM (PPO) – Tier 1

**Tier 1** — This tier is comprised of facilities and aligned professional providers. You'll have the lowest deductible, coinsurance and out-of-pocket maximum amounts when covered services are provided by a **Tier 1** network provider.

## U-M Health Regional Network, Sparrow MNA PPO Plus and Sparrow MNA-PESCH BCBSM (PPO) – Tier 2

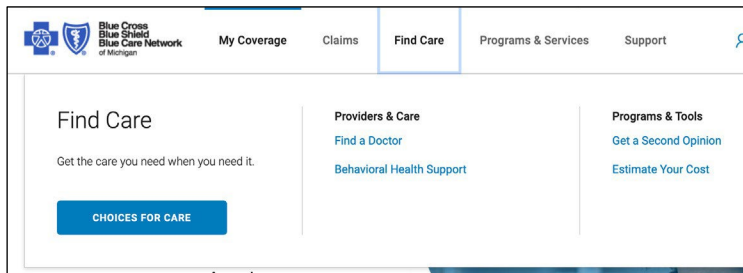
This tier is comprised of doctors and hospitals that are part of Blue Cross' PPO network and not in Tier 1. These providers have signed an agreement with Blue Cross to accept our approved amount as payment for covered services. When services are performed by PPO

## U-M Health Regional Network, Sparrow MNA PPO Plus and Sparrow MNA-PESCH BCBSM (PPO) – Tier 3

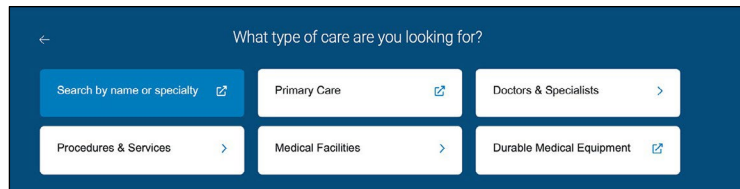
This tier is comprised of doctors and hospitals that are NOT in Tier 1 or part of Blue Cross' PPO network. These providers do not have signed an agreement with Blue Cross, don't accept our approved amount as payment for covered services and will not show on the BCBSM provider search tool. When services are performed by non-participating providers, you'll have the largest deductible, coinsurance and out-of-pocket- maximum amounts.

## To search for a doctor, hospital or other health care provider, follow these steps:

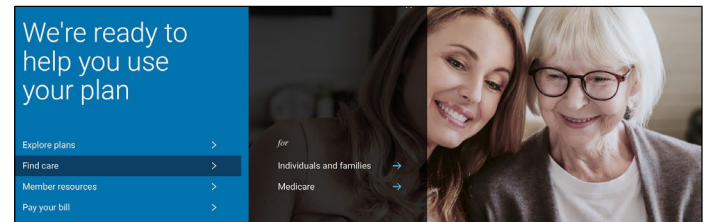
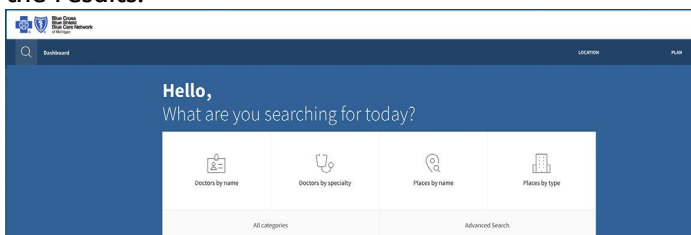
1. Go to [bcbsm.com](https://bcbsm.com) and log in if you are a registered member. If you aren't a registered member and would like to create an account, select *Login*, select *Members Login*, and then select *Register*. You can also search without logging in. Skip to Step 5 for instructions.
2. Once you are logged in, select *Find Care* then *Find a Doctor* under Providers & Care.
5. If you would like to search without logging into your account. Follow these steps:
  - Go to [bcbsm.com](https://bcbsm.com)
  - Select *Find Care* then *Individuals & families*



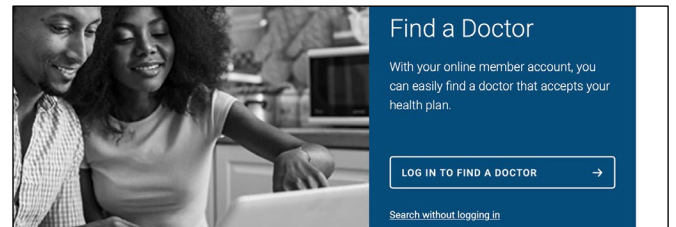
3. Select *Search by name or specialty*. Results will show based on your address that is registered with BCBSM



4. If you would like to search for doctors by name or by specialty, or for places by name or type, click on the dashboard and click on the search you want to perform. When searching by provider name, type the full name in the search box and hit *Enter*. Don't select the name in the drop-down box even if the name appears. It may skew the results.



- Select *Search without logging in*



- Select *Choose a Location* and enter your address
- Select *Yes, this is correct*
- Select *I don't know my network*



- Select *Find a Different Plan*
- Type *U-M Health* and select the plan applicable to you.



- Select *Confirm Selection*

