

## Getting the Most from Find a Doctor and Estimate Costs

When you're looking for a good doctor, dentist, hospital, or other healthcare providers, and need to find out how much a procedure is going to cost, it's important to get all the right information. That's why our Find a Doctor and Estimate Costs tool helps you conduct easy searches, and provides you with useful information, so you can make the best decision.

**Please note:** Cost estimates can only be accessed by logging into your MyBlue account first, and are not available for members with Indemnity or Medicare plans.

Using this tool is simple. We've broken down the information into four step-by-step chapters for your convenience:

Part I—[Conducting a Search](#)

Part II—[How to Use the Provider Search Results Page](#)

Part III—[Understanding the Provider Detail Page](#)

Part IV—[Searching for Cost Estimates](#)



# Part I—Conducting a Search

Type the name of a doctor, dentist, hospital, key words, type of procedure, or any kind of specialty to begin your search. Then choose what you're looking for from the drop-down menu.

Your current location will always appear first. If you do not change the location before entering a search, your results will be based on your current location. If you wish to search another area, simply type in the city, town, or zip code to search that location.

Entering your plan name allows the tool to search for in-network doctors who accept your health plan. Log in and your plan will automatically be entered into this field. Otherwise, you can find your plan name on your ID card, and enter it using the drop-down menu. Still unsure? Click on the "Which Network Should I Choose" link in the section titled "Searching by Network".

For a guided search, click one of these tile options. Each tile will walk you through a step-by-step process until you find exactly what you're looking for.

**Note:** You will only see the "Find Medical Cost" tile if you are logged into your MyBlue account and have access to cost estimates.

Use the "Looking for something else?" section to learn about choosing your network and how quality information is calculated, along with access to our Plan Education Center and ahealthyme. You can also search for pharmacies, deals and discounts, and more.

# Part II—How to Use the Provider Search Results Page

This shows you the number of search results.

Get directions to each location by clicking the numbered balloon that matches your selection.

Each listing displays the name of the provider, their specialty, phone number, and address. For procedure searches, the listing will also display the expected cost (see Part IV below).

Print, email, or download your search results as a pdf using these icons.

Refine your results using multiple filter options, including distance, specialty, and gender.

If the provider has multiple locations, click the link to see them all. Click it again to hide them.

Provider listings will also show patient ratings and awards.

Select a physician to read other patient-submitted reviews and to submit your own.

Check these boxes to compare up to 10 providers side-by-side, including languages spoken, board certification, and if they're accepting new patients.

	Would recommend to a friend	Rating	Accepting New Patients	Board Certified	Specialties	Languages Spoken by Professional	Languages Spoken by Professional or Staff	Number of Awards	Services Available at Location
<b>Marissa Heller</b> 850 Harrison Avenue, Boston, MA 02118	0% (0)	0.0 (0)	Accepts new patients	Yes	Dermatology	Spanish	Spanish	2	e-Prescribe, Electronic Medical Records
<b>Claire P Mansur</b> 850 Harrison Avenue, Boston, MA 02118	0% (0)	0.0 (0)	Accepts new patients	Yes	Dermatology	None Reported	None Reported	0	e-Prescribe, Access to Public Transportation, Handicap Accessible
<b>Lynne Goldberg</b> 850 Harrison Avenue, Boston, MA 02118	0% (0)	0.0 (0)	Accepts new patients	Yes	Dermatology	Interpreter available	Interpreter available	0	e-Prescribe, Access to Public Transportation, Electronic Medical Records, Handicap Accessible, TTY Availability
<b>Deon Wolpowitz</b> 850 Harrison Avenue, Boston, MA 02118									Access to Public Transportation

# Part III—Understanding the Provider Detail Page

The provider's detail page gives you more details about the provider, such as which networks they accept, languages spoken, education, location amenities (for example, handicap accessible, electronic medical records), and affiliations.

**Mary A Sample**  
Internal Medicine - Physician  
555 Congress Street, Quincy, MA 02169  
(617) 471-0000  
Get Directions  
Accepts new patients

**Specialties**  
Internal Medicine - Physician ✓ Board certified  
This provider is a Primary Care Provider/Provider of Choice in this network.

**Education**  
Medical School:  
Boston University School of Medicine, 1987

**Location Amenities**  
e-Prescriber  
Access to Public Transportation  
Electronic Medical Records  
Handicap Accessible

**Networks Accepted**  
HMO Blue  
HMO Blue Network with Hospital Choice Cost Sharing feature  
HMO Blue New England  
HMO Blue New England Network with Hospital Choice Cost Sharing  
HMO Blue New England Options v.4  
Show 10 more

**Awards**  
Medicare and Medicaid Electronic Health Records (EHR) Incentive Programs

**Office Hours**  
Office hours at 500 Congress Street, Quincy, MA 02169  
This facility has weekend hours.  
This facility has extended hours.

**Ratings & Reviews**  
RECOMMENDATIONS: 100% would recommend this doctor to a friend  
RATING: 5.0 ★★★★★ (1 RATING)

**Quality**  
Blood Sugar (Glucose) Testing: 6% Above average  
Breast Cancer Screening: 6% Above average

The “Ratings & Reviews” section shows you the percentage of members who would recommend this doctor, as well as the their overall experience rating.

**Ratings & Reviews**

RECOMMENDATIONS: 100%  
1 of 1 would recommend this professional to a friend.  
Have you seen this doctor?  
Write a review

Overall Experience: 5.0 ★★★★★ (1 patient ratings)  
Availability: 5.0 ★★★★★ (1 patient ratings)  
Communication: 5.0 ★★★★★ (1 patient ratings)  
Environment: 5.0 ★★★★★ (1 patient ratings)

All Reviews: Anonymous 10/30/2015  
5.0 ★★★★★ reviewed 10/30/2015  
Dr. Black is outstanding, thorough, and knowledgeable. I have been his patient for 18 years and always have a positive experience.

Click “Write a review” to rate this doctor.

Click “See ratings & reviews” to read what other members have to say.

**Quality**

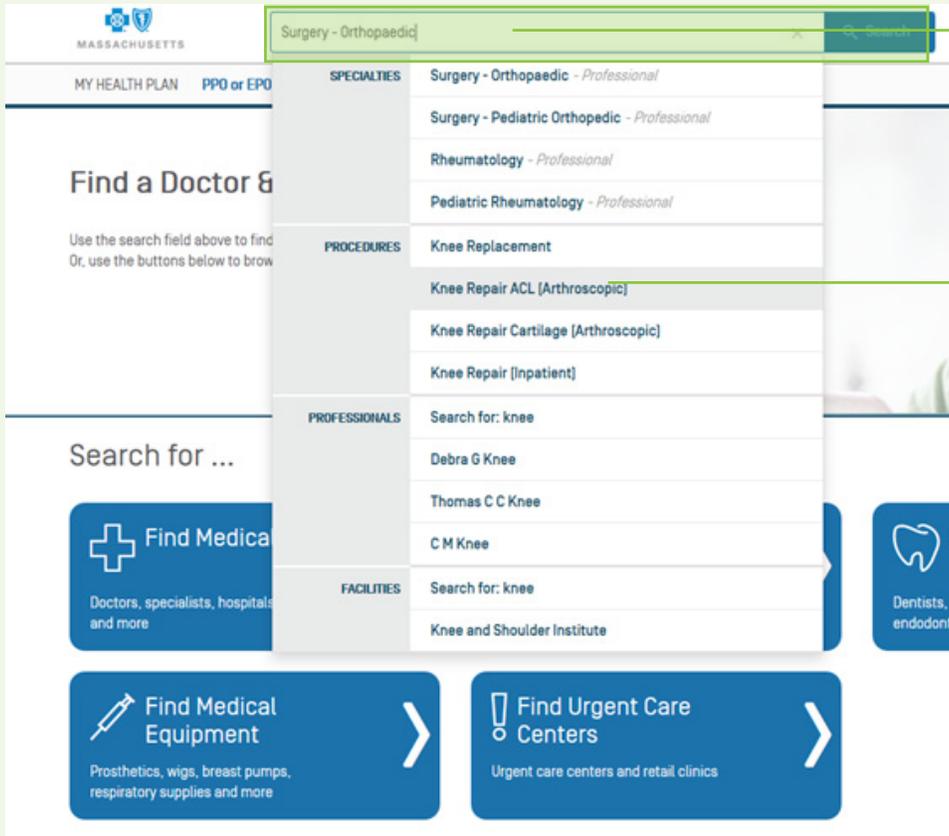
The Physician Quality Measurement (PQM) program displays physician performance measures to assist members in selecting a provider. The program is based on select HEDIS® physician performance measures. The PQM program displays physician performance measurements, supporting data and local comparison scores from Plans.

Measure	Local Comparison	Rating	See Details
<b>Cancer Screening</b>			
Breast Cancer Screening	▲ 6% Above average	★★★★	See Details
Cervical Cancer Screening	▲ 3% Above average	★★★	See Details
<b>Diabetes Care</b>			
Kidney Disease (Nephropathy) Screening and Treatment	▲ 9% Above average	★★★★	See Details
LDL-C (Bad Cholesterol) Screening for Diabetics	▲ 6% Above average	★★★★	See Details
Retinal Eye Exam (Diabetes)	▲ 6% Above average	★★★★	See Details
Blood Sugar (Glucose) Testing	▲ 6% Above average	★★★★	See Details
<b>Women's Care</b>			
Cervical Cancer Screening	▲ 3% Above average	★★★	See Details
Breast Cancer Screening	▲ 6% Above average	★★★★	See Details

The provider quality section rates specific quality measures for primary care providers and acute care hospitals compared to the local average. Click “See breakdown of quality measurements” for complete details.

## Part IV—Searching for Cost Estimates

Blue Cross members can search over 1,600 common medical procedures, getting accurate cost estimates to help guide their decision-making process. Our PPO members can perform nationwide searches, while HMO members can search for cost estimates in Massachusetts.



In the search box located at the top of your screen, enter the name of the procedure, or the area of your body that needs care. You can also use the “Find a Medical Cost” tile for a guided search.

Select the service you are looking for from the drop-down menu.

Once you make a selection, the search results will auto-populate based on the location of the device you’re using, unless you update the location before entering a search or making a selection.

You may change your location from the results page, if necessary.

## Understanding Your Search Results



1. The provider's estimated average cost charged for the procedure you selected will be available. You will also see relevant provider information, including address and phone number. Click the provider's name to get an estimate of potential costs for the service selected.



2. By clicking on the provider's name in the list of search results, you can view your anticipated deductible and out-of-pocket maximum amounts based on your specific benefits.



3. Get directions to each provider's location by clicking the numbered balloon on the map that matches your selected location.



4. To further refine your search results, use the available filter options.



5. You can compare up to 10 providers, side-by-side.

## Understanding the Provider Detail Page



1. View your expected costs for the selected procedure.



2. Review information on the selected provider's quality of care, when available.



3. See additional information, including provider specialty, networks accepted, and a link to view your benefits.

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).

**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).

**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).



MASSACHUSETTS