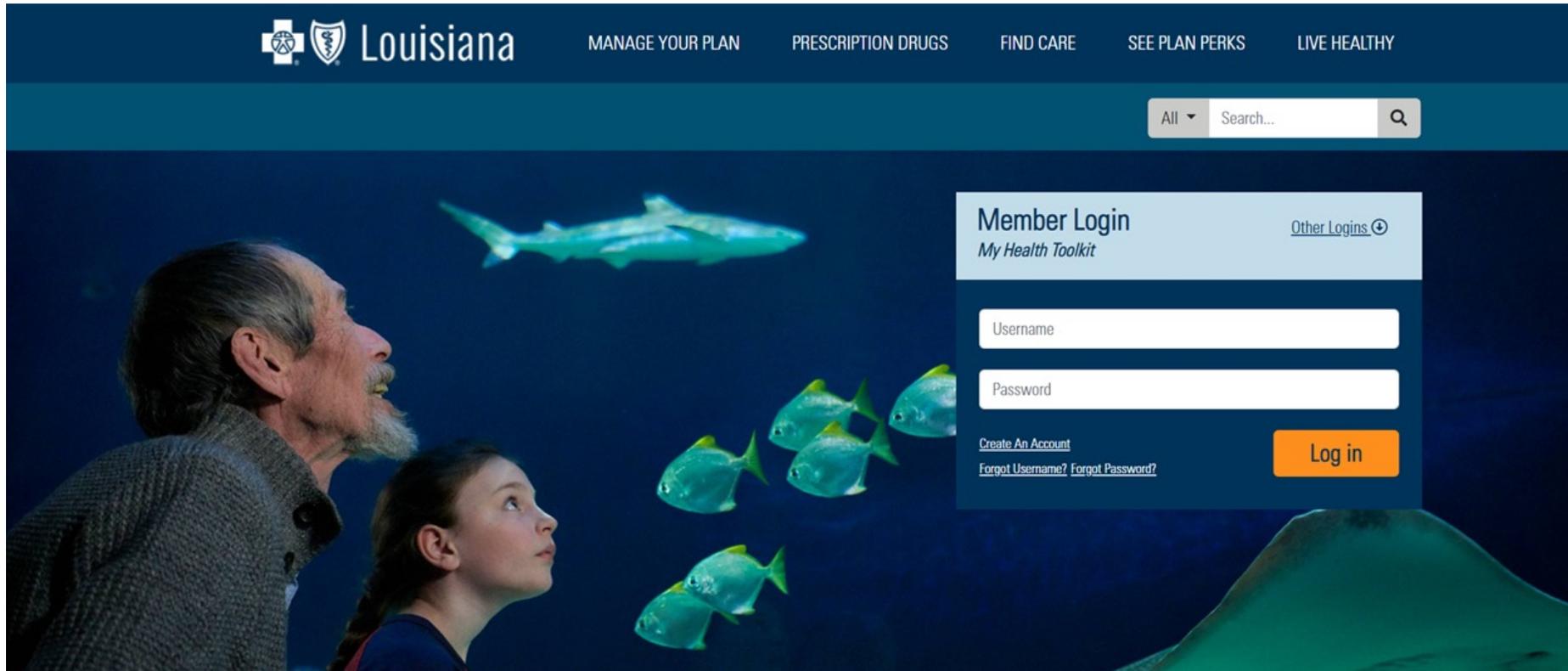


BSBS “Find Care” Provider Search Tool

Step-By-Step Guide



About the Find Care Tool



My Benefits

BCBS transitioned to a new provider search tool that allows subscribers to not only search for providers but also shop for care based on prices.

To find the current list of FMOLHS customized EPO narrow network or PPO FMOLHS network (Tier 1) and Preferred Provider network (Tier 2) online, visit MyHealthToolkitLA.com/links/fmolhs or download the My Health Toolkit Mobile App.*

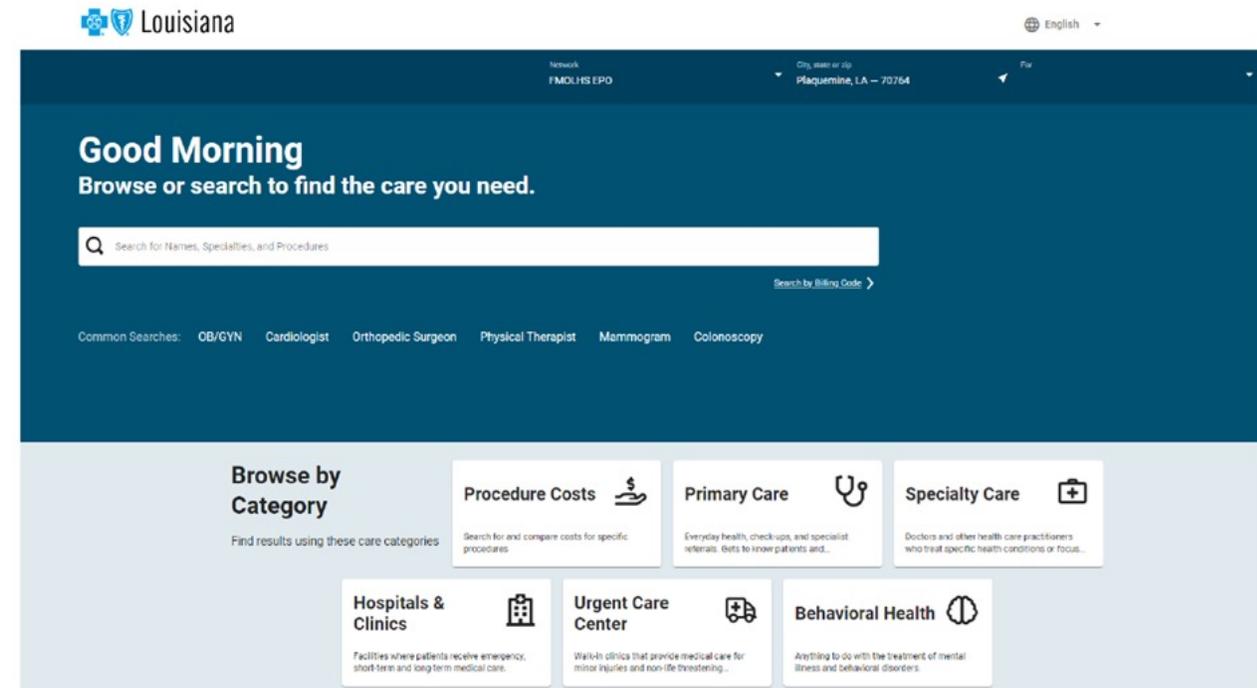
*For instructions on how to download the app, reference slide 12.

When Using the Cost Tool, keep in mind:

The cost tool is based on claims data and because of this the actual provider group names or facility names may not appear. This is due to the way providers file claims after reading tests. For example:

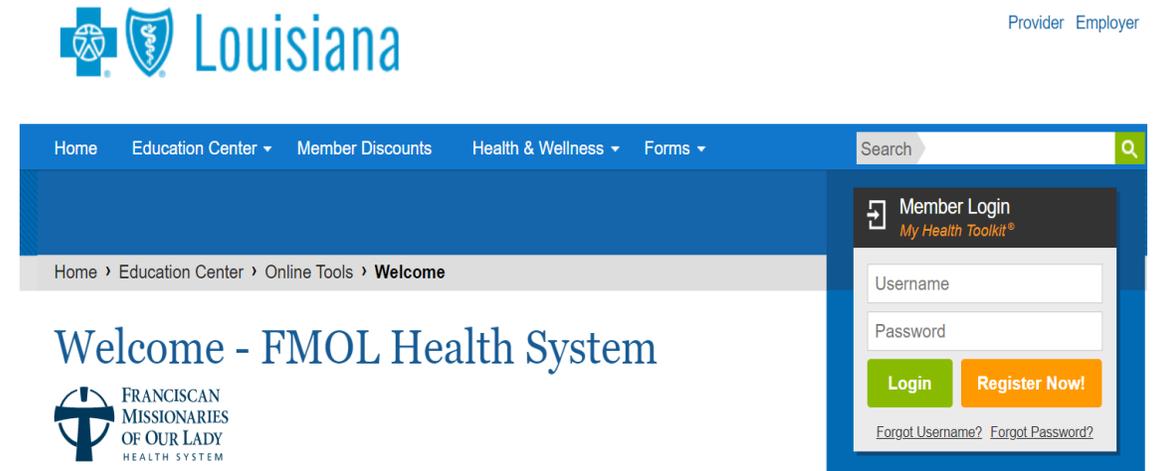
- If you search for ABC Radiology Group, the name may not come up if there are not enough claims filed under the provider.
- If Dr. Brown works for ABC Radiology Group and you search for his name, it will likely show more results due to the way claims are filed.

If you do not have access to the website, please call Blue Cross Blue Shield Customer Service at 833-468-3594 for assistance.



How to Access the Find Care Tool

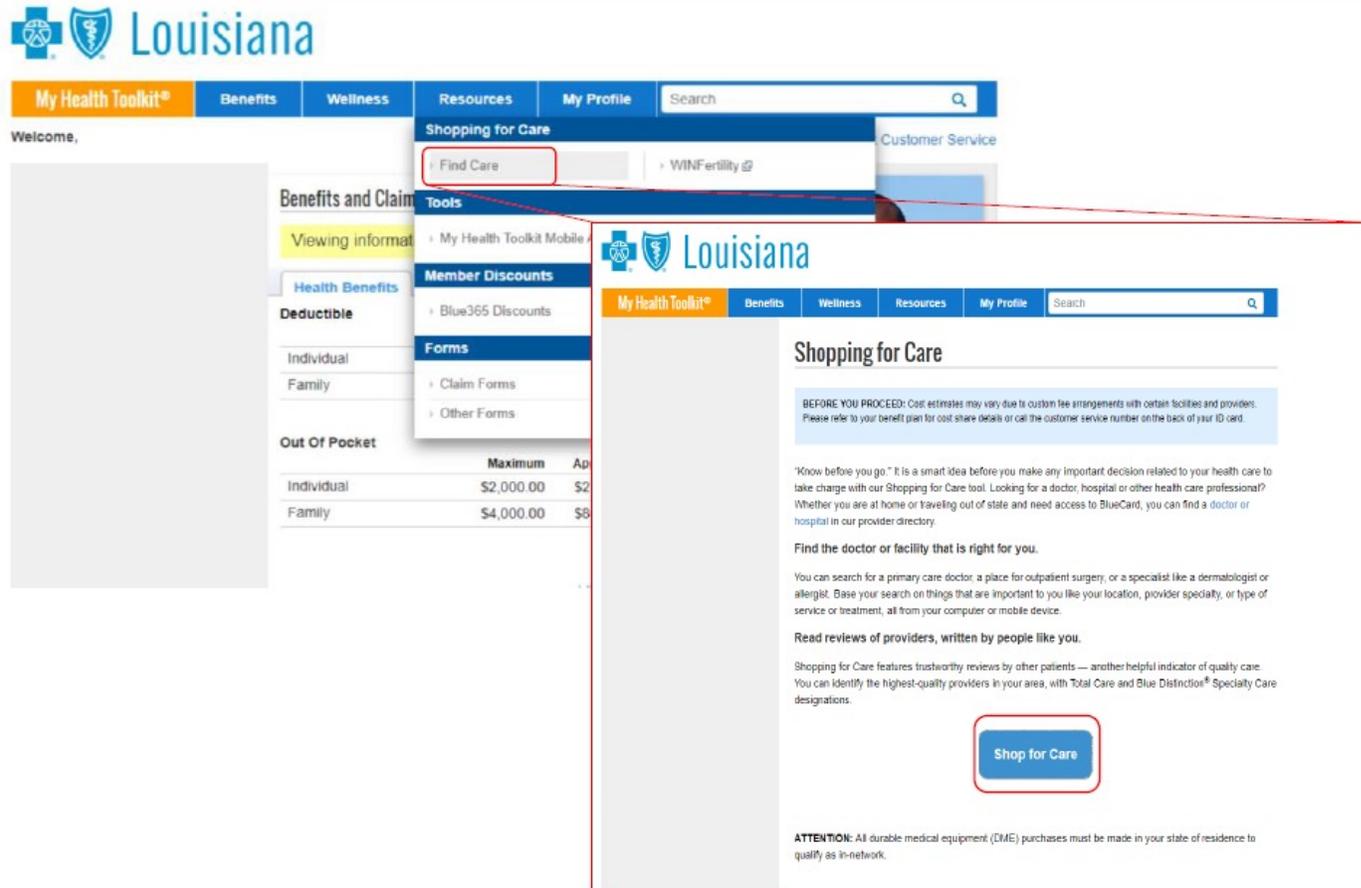
1. Visit MyHealthToolkitLA.com/links/fmolhs
2. Log into My Health Toolkit by entering your username and password.
 - If this is your first visit to the site, click **Register Now!**
3. Select **Resources** from the top banner.
4. Then select **Find Care**.



How to Access the Find Care Tool

Shopping for Care

Access via My Health Toolkit



The screenshot shows the Louisiana My Health Toolkit interface. The top navigation bar includes 'My Health Toolkit', 'Benefits', 'Wellness', 'Resources', and 'My Profile'. A search bar is present. The 'Shopping for Care' dropdown menu is open, with 'Find Care' highlighted. A red box highlights the 'Find Care' button. A red line connects this button to a larger, detailed view of the 'Shopping for Care' page on the right.

Shopping for Care

BEFORE YOU PROCEED: Cost estimates may vary due to custom fee arrangements with certain facilities and providers. Please refer to your benefit plan for cost share details or call the customer service number on the back of your ID card.

"Know before you go." It is a smart idea before you make any important decision related to your health care to take charge with our Shopping for Care tool. Looking for a doctor, hospital or other health care professional? Whether you are at home or traveling out of state and need access to BlueCard, you can find a doctor or hospital in our provider directory.

Find the doctor or facility that is right for you.

You can search for a primary care doctor, a place for outpatient surgery, or a specialist like a dermatologist or allergist. Base your search on things that are important to you like your location, provider specialty, or type of service or treatment, all from your computer or mobile device.

Read reviews of providers, written by people like you.

Shopping for Care features trustworthy reviews by other patients — another helpful indicator of quality care. You can identify the highest-quality providers in your area, with Total Care and Blue Distinction® Specialty Care designations.

[Shop for Care](#)

ATTENTION: All durable medical equipment (DME) purchases must be made in your state of residence to qualify as in-network.

With the new Find Care tool, you can check the cost of a visit or procedure based upon your specific plan. In addition, you will know your cost based upon your own plan's deductible, copay and coinsurance requirements per year.

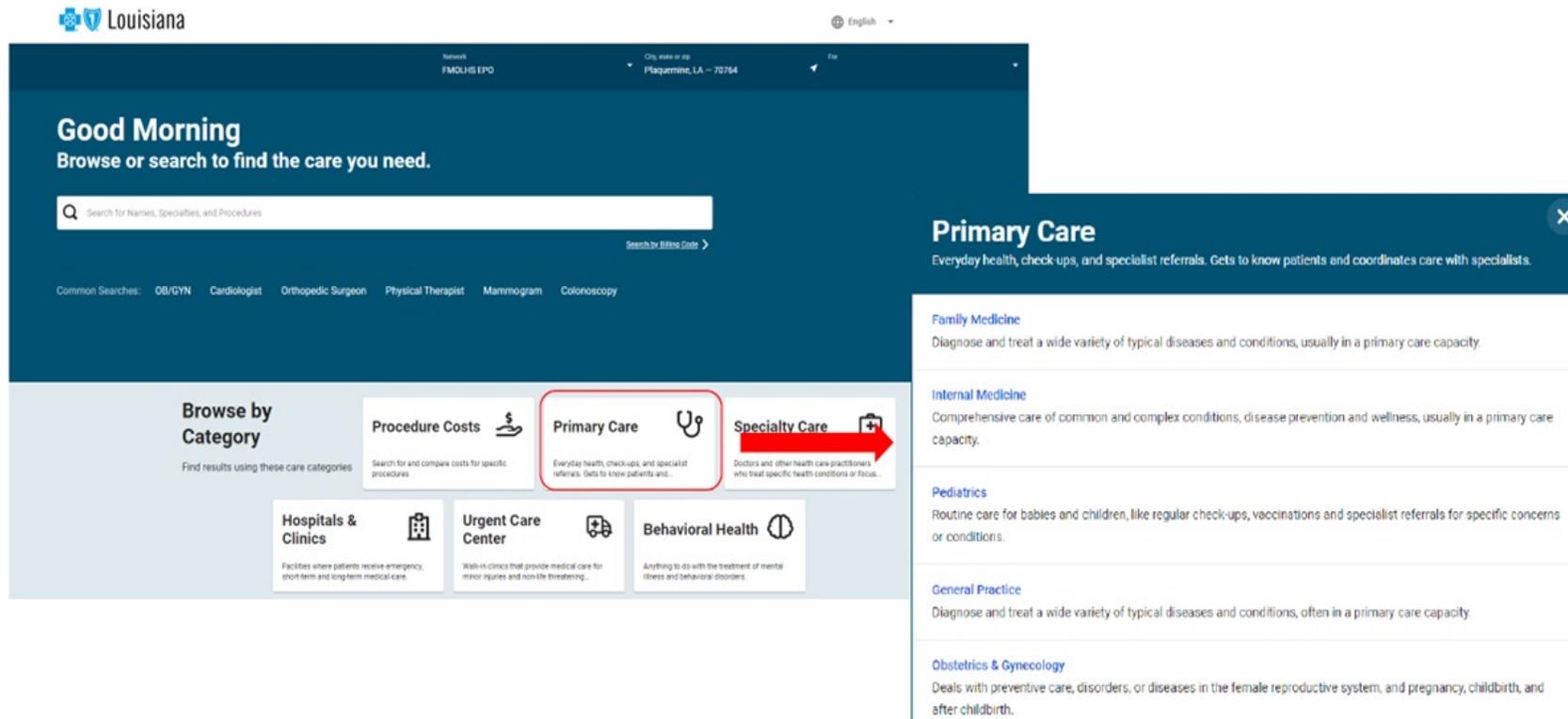
Resources > Find Care > Shop for Care



Searching for a Provider

Shopping for Care

Search from homepage



Good Morning
Browse or search to find the care you need.

Search for Names, Specialties, and Procedures

Common Searches: OB/GYN, Cardiologist, Orthopedic Surgeon, Physical Therapist, Mammogram, Colonoscopy

Primary Care
Everyday health, check-ups, and specialist referrals. Gets to know patients and coordinates care with specialists.

- Family Medicine**
Diagnose and treat a wide variety of typical diseases and conditions, usually in a primary care capacity.
- Internal Medicine**
Comprehensive care of common and complex conditions, disease prevention and wellness, usually in a primary care capacity.
- Pediatrics**
Routine care for babies and children, like regular check-ups, vaccinations and specialist referrals for specific concerns or conditions.
- General Practice**
Diagnose and treat a wide variety of typical diseases and conditions, often in a primary care capacity.
- Obstetrics & Gynecology**
Deals with preventive care, disorders, or diseases in the female reproductive system, and pregnancy, childbirth, and after childbirth.

With the new Find Care tool, you can also find in-network primary care and specialty providers in your specific plan. In addition, you will know your cost based upon your own plan's deductible, copay and coinsurance requirements per year.

Primary or Specialty Care > Select the Care Need.

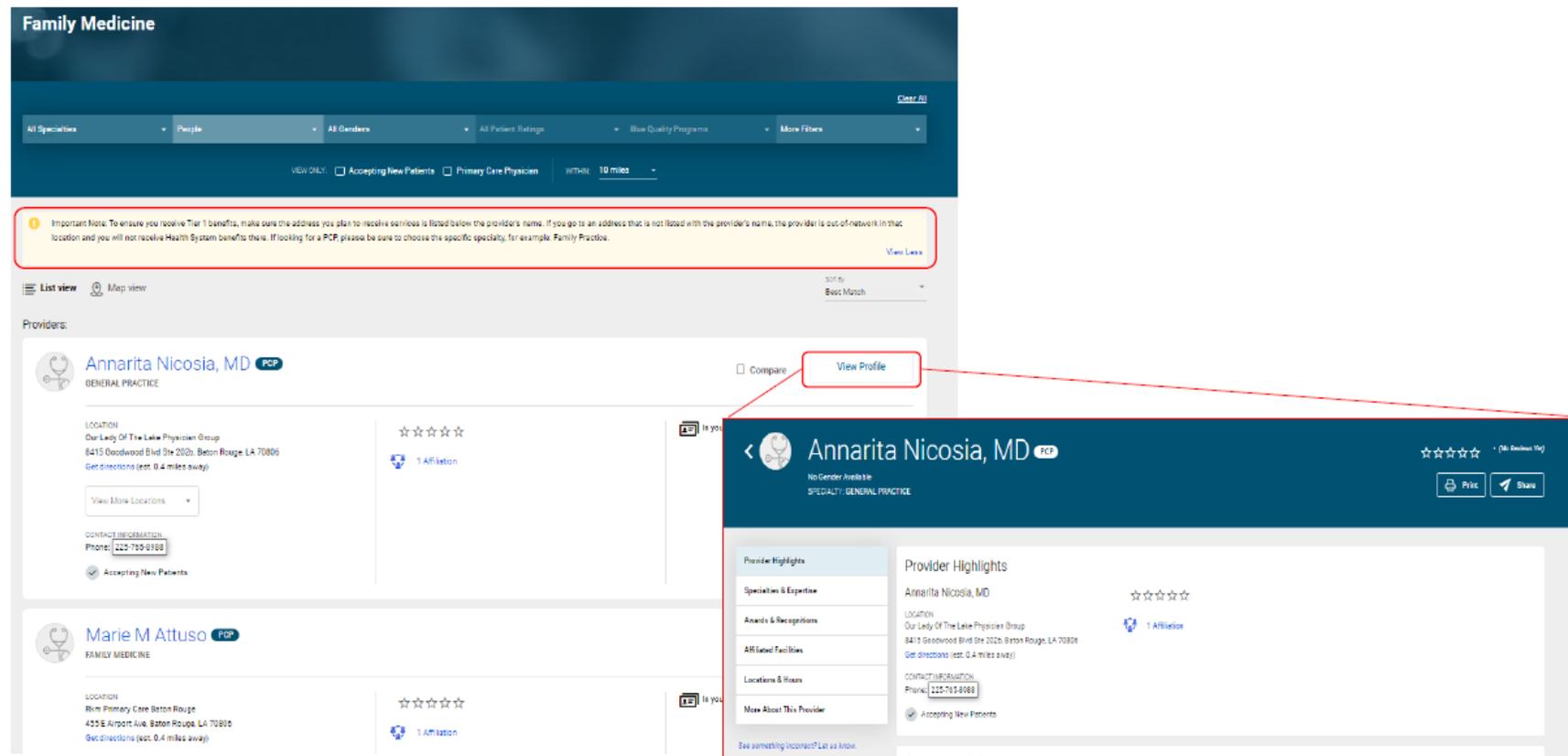


Search Results and Provider Details

 My Benefits

Shopping for Care

Search Results and Provider Details



Family Medicine

Clear All

All Specialties People All Genders All Patient Ratings Blue Quality Programs More Filters

VIEW ONLY: Accepting New Patients Primary Care Physician WITHIN: 10 miles

Important Note: To ensure you receive Tier 1 benefits, make sure the address you plan to receive services is listed below the provider's name. If you go to an address that is not listed with the provider's name, the provider is out-of-network in that location and you will not receive Health System benefits there. If looking for a PCP, please be sure to choose the specific specialty, for example, Family Practice. [View Less](#)

List view Map view Sort by Best Match

Providers:

Annarita Nicosia, MD PCP GENERAL PRACTICE [Compare](#) [View Profile](#)

LOCATION: Our Lady Of The Lake Physician Group, 8415 Goodwood Blvd Ste 202b, Baton Rouge, LA 70806. Get directions (est. 0.4 miles away). [View More Locations](#)

CONTACT INFORMATION: Phone: (225-759-8188). Accepting New Patients

Marie M Attuso PCP FAMILY MEDICINE

LOCATION: Blue Primary Care Baton Rouge, 455 E Airport Ave, Baton Rouge, LA 70806. Get directions (est. 0.4 miles away). [View More Locations](#)

Annarita Nicosia, MD PCP SPECIALTY: GENERAL PRACTICE [Print](#) [Share](#)

Provider Highlights: **Specialties & Expertise:** Annarita Nicosia, MD. **Locations & Hours:** Annarita Nicosia, MD. **Accepting New Patients:**

Once you find a provider that interests you, click **View Profile** to learn more about them.

Important Reminder: Before receiving care, team members should confirm the location of where services are received and that the location of the provider is in network, as providers may have multiple affiliations, not all of which may be in our network. The best way to ensure this is to make sure you are receiving care from the provider in the location that matches the address listed on the Shopping for Care Tool.

There is no out-of-network coverage under the EPO Plan unless otherwise required by law.



Provider Comparison Tool

< Compare Providers

Compare two providers that interest you to see what could be the best fit for you.



Annarita Nicosia, MD

[View Profile](#)



Marie M Attuso

[View Profile](#)

Overview

Accepting New Patients Status	Accepting New Patients	Accepting New Patients
Distance From 70801	0.4 mi	0.4 mi
Address	8415 Goodwood Blvd Ste 202b Baton Rouge, LA 70806	455 E Airport Ave Baton Rouge, LA 70806
Phone	(225) 765-8988	(225) 683-1320
Specialties	GENERAL PRACTICE	FAMILY MEDICINE
Affiliations	OUR LADY OF THE LAKE PHYSICIAN GROUP	RKM PRIMARY CARE BATON ROUGE

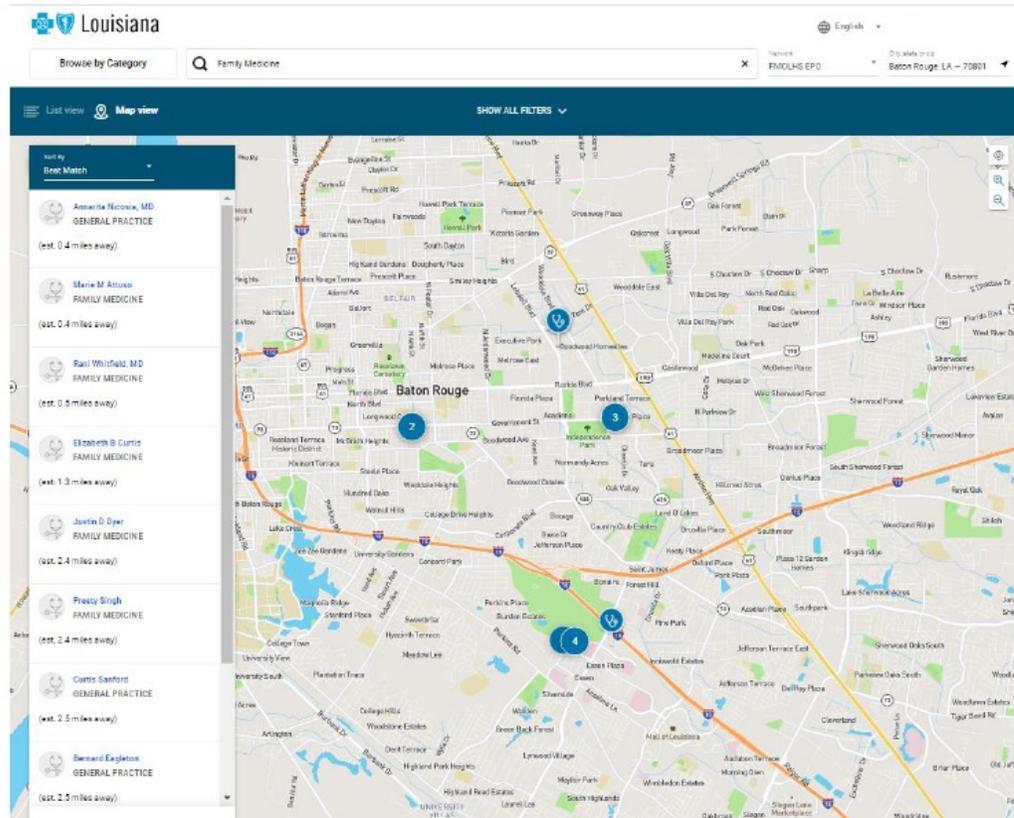


Results Page – Map View

Shopping for Care

Results Page – Map View

Map out the location of where you will receive services.



Patient Reviews

Shopping for Care Patient Reviews

Checkout reviews from patients.

Michael L Watkins PCP
FAMILY MEDICINE

LOCATION
Watkins Family Medicine
928 School St, Houma, LA 70360
Get directions (est. 63.0 miles away)

CONTACT INFORMATION
Phone: 985-851-1970

Accepting New Patients

5.0 ★★★★★ View 1 rating

100% Recommend this provider

5.0 Average rating

Communications Clearly
A high rating means the provider communicates with patients, listens and explains treatment well.

Convenient Access to Care
A high rating means it's easy to get an appointment with this provider when you need one.

Friendly/Comfortable Office
A high rating means office staff is friendly and professional and the office is comfortable and clean.

Individual Member Reviews

Verified Patient
They are Awesome!

Was this review helpful?
Yes (0)
No (0)
Report comment (0)



My Health – Provider Network



Navigate Our Provider Network the Easy Way

My Benefits

STEP 1 FINDING AN IN-NETWORK PROVIDER

We understand the importance of finding a healthcare provider who can best meet the needs of you and your family. We also understand how daunting it might be to scroll through a list of doctors in search of the best fit. That's why we offer team members a resource to help navigate our FMOLHS customized network.

They are called **Network Guides**, and they are available in most locations by phone 24/7 for team members in both Louisiana and Mississippi.

Whether it be our EPO network or our PPO Tier 1 or Tier 2 network, our **Network Guides** can help you:

- Find a provider in network
- Check if a provider you are already seeing is in network prior to enrollment
- Assist with scheduling an appointment with network-based primary care physicians
- Check availability of a specialty service within our network

Call **(855) 875-6265** to connect with a Network Guide today. You will be prompted to select a guide for either our Louisiana or Mississippi network.

NOTE: Always verify a provider's network status by calling Blue Cross Blue Shield at **(833) 468-3594** or by logging on to **MyHealthToolkitLA.com/links/fmolhs**. You will have access to the EPO and PPO Tier 1 and Tier 2 networks at this site. **If the provider address listed on the directory is not the address where care will be delivered, the provider may not be in network. Contact BCBS to confirm.**

STEP 2 ACCESSING CARE IN OUR NETWORK

We offer a variety of ways to connect and access care with an FMOLHS primary care provider. Your PCP is responsible for providing comprehensive care, for having knowledge of your overall medical history, and in assisting you with navigating certain health risks and your healthcare journey.

In-Person Visits

Meet face to face with your provider for wellness checks or appointments that need full evaluations.

Video Visits

Same great care from your own provider from the comfort of your home.

Virtual Extended Hours

Avoid urgent care or ER fees and meet virtually with a FMOLHS primary care provider in our network after hours for free with the EPO plan or for \$5 with the PPO Plan.

Available in Louisiana only. We're working to expand this care opportunity to Mississippi.

All appointment types are available to schedule through **MyChart** for all ages.

STEP 3 ACCESSING CARE OUTSIDE OUR NETWORK

If you need services that are not available within our EPO or PPO Tier 1 or Tier 2 network, **Network Exceptions** are available. To receive an exception, you must complete the Network Exception form on the Total Rewards My Benefits page and have it signed by your provider. Signed and completed forms must be submitted to BCBS of South Carolina **before** services are rendered to be considered. BCBS SC will notify you of their decision on your request.

Submit all completed requests in writing via fax to **(803) 264-0259**, by email to **FMOLHSEXCEPTION@BCBSSC.COM** or by mail to:

Blue Cross Blue Shield of South Carolina
Attn: Network Waiver, AX-630
PO Box 100300
Columbia, SC 29202

NOTE: The network exception **MUST** be requested and approved before services are rendered. If the request is made after services are rendered, it will not be considered unless otherwise required by law.

Always verify a provider's network status by calling Blue Cross Blue Shield or by logging on to [MyHealthToolkitLA.com/links/fmolhs](https://www.myhealthtoolkitla.com/links/fmolhs).



My Health Toolkit – On the Go



My Benefits

As a BCBSLA member, you can access your benefit and claim information any time using your mobile device

Be Healthy. Be Happy.

Register for My Health Toolkit to help you get started. You will have anywhere, anytime access to your benefits information, insurance cards, claims and covered local providers.

Download the My Health Toolkit mobile app. It's free at:

MyHealthToolkitLA.com/links/FMOLHS.

Get Started Today

Why wait? It's easy to sign up. In just a few clicks, you will have everything you need at your fingertips.

1. Go to www.MyHealthToolkitLA.com and select Register Now.
2. Enter the number on your membership card and your date of birth. If you don't have your membership card, you can enter your social security number.
3. Choose a username and password.
4. Enter your email address and choose to go paperless, if you would like.



myhealthtoolkitla.com/links/fmolhs





Need Help Navigating or Accessing the Find Care Tool?

Contact BCBS Customer Service at (833) 468-3594 for assistance.



Have questions about our FMOLHS benefits?

Contact askHR at (833) 482-7547 or at askHR@fmolhs.org for assistance.

