Online Provider Directory Tips

Here are some tips to help you find participating providers more easily on Blue Cross and Blue Shield of Florida’s online provider directory, called “Find a Doctor and More.”

When you go to the site, the provider directory screen is broken into 4 steps. Step 1 varies depending on the type of provider, but steps 2-4 always provide the same search options. The following tips provide simple steps to find key provider types.

**Physicians**

**Individual Physician by Name**

- **Step 1**
  - Select Primary/Family Care or Specialist options on the 2nd line
  - Type in name of physician in Last Name field and optionally in the First Name field.
- **Step 2** select health plan
- **Step 3** select zip code or county
- **Step 4** provides other options to narrow your search
- **Press Enter or click on Search!**

When the online directory brings back the results, click on the name of the physician and a detail page will appear displaying the physician’s hospital privileges and any physician groups affiliated with the physician.

**Physician Groups by Name**

- **Step 1**
  - Select Primary/Family Care or Specialist options on the 2nd line
  - Type in name of group in Last Name field
- **Follow steps 2 – 4** as noted above.
- **Press enter or click on Search!**
- **When the online directory brings back the results**
  - Click on the name of the group and a detail page will appear.
  - Scroll down for a listing of the physicians in the group

*Note: if you don’t enter a group name, group names appear along with individual physicians by zip code/county.*

**Primary Care Physician Search**

- **Step 1**
  - Select Primary/Family options on the 2nd line
  - Follow steps 2 – 4 as noted above.
  - Press enter or click on Search!
- **When the online directory brings back the results,** click on the name of the physician you want to view and a detail page will appear displaying the physician’s hospital privileges and any physician groups affiliated with the physician.

*Note: physicians and group names appear together in listing by zip code/county.*
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Specialty Physician Search

• Step 1
  • Select Specialist options on the 2nd line
  • Click on the drop down list of specialties in Specialist Type
  • In the 3rd line, click on Specialty
• Follow steps 2 – 4 as noted above.
• Press enter or click on Search!
• When the online directory brings back the results, click on the name of the physician you want to view and a detail page will appear displaying the physician’s hospital privileges and any physician groups affiliated with the physician.

Note: physicians and group names appear together in listing by zip code/county.

Urgent Care

• Step 1
  • Select Health Care Facility option in 1st line
  • Click on Urgent Care/Clincs in the line below
  • Type in name if you wish or go to next steps
• Step 2 select health plan
• Step 3 select zip code or county
• Step 4 provides other options to narrow your search
• Press enter or click on Search!

Note: You can type in Minute Clinic or Little Clinic under Urgent Care option and it will bring back locations, but it won’t if you do a general search by zip code or county.

Convenient Care (Minute Clinic/CVS or Little Clinic/Publix)

• Go to the Advanced Search tab
• Step 1
  • Select Support Service option in 1st line
  • Then click on Convenient Care Centers
  • Type in name if you wish or go to next steps
• Follow steps 2 – 4 as noted above
• Press enter or click on Search!

Occupational, Physical and Speech Therapy Providers

• Go to the Advanced Search tab
• Step 1
  • Select All option in 1st line
  • Then click on Select medical services (4th line)
    • A pop-up screen will appear; click on the drop down arrow and select imaging and other facilities
      • Click or check the service you are seeking, such as:
        • Physical Therapy
        • Speech Therapy
        • Occupational Therapy
        • Etc.
      • Click Continue
  • Follow steps 2 – 4 as noted above
  • Press enter or click on Search!
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**Autism and Mental Health Services**
- Go to the **Advanced Search** tab
- The directory screen is broken into steps 1 through 4
  - **In ‘Step 1’**
    - Select **All** option in 1st line
    - Then click on **Select medical services** (4th line)
      - A pop-up screen will appear; click on the drop down arrow and select **mental health**
        - Click on **Autism Spectrum Disorder or Other Mental Health service**
        - Click **Continue**
  - Follow steps 2 – 4 as noted above.
  - Press enter or click on **Search!**

**Birthing Centers and Certified Nurse Midwives**
- **Step 1**
  - Select **Support Services** option in 1st line
  - Then click on **birthing center or certified midwives**
  - Follow steps 2 – 4 as noted above.
  - Press enter or click on **Search!**