

Stay Connected

Members Outside Our Service Area But Within The State Of California.



There will be situations where you will need access to medical care outside of the Community Care Health (CCH) Service Area. When you need to locate a provider in the State of California outside of Fresno, Kings or Madera counties, follow the steps outlined below.

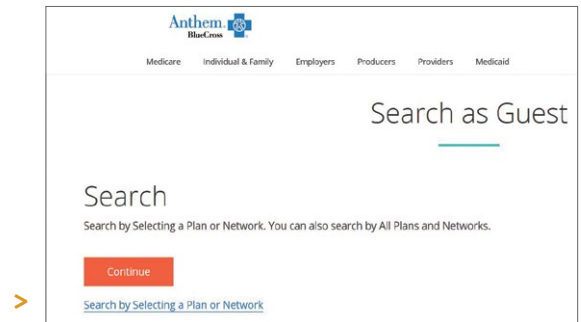
Finding a Provider

Go to

<https://www.anthem.com/ca/find-doctor/?dplid=sso.dpl.providerdirectory.search-criteria>

You will be directed to the Main Directory Page

To utilize the Find a Doctor, click on **“Search by Selecting a Plan or Network”**



You have now been directed to the general search page.

You will now need to set the criteria to locate providers in your plan.

What type of care are you searching for?

- Select **“Medical”**

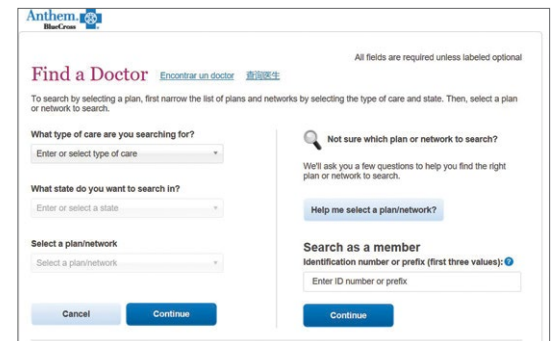
What state do you want to search in?

- Select **“California”**

Select a Plan/Network

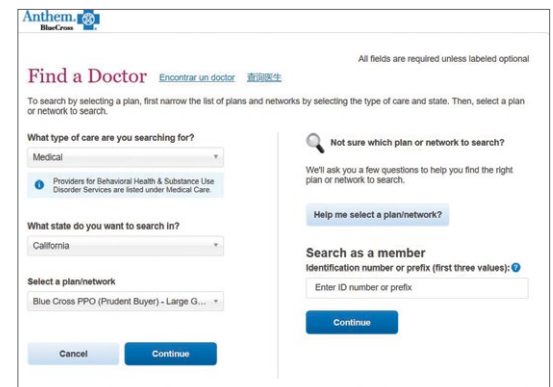
- Select **“Blue Cross PPO (Prudent Buyer) Large Group”**

Click on **Continue**



Now that you have selected the appropriate plan information it is time to Find a Doctor.

This is the **Main Search Screen**



Finding a Provider cont'd

To find a family/general practice physician, follow the steps below:

I'm looking for a:

- Select **"Doctor/Medical Professional"**

Who specializes in:

- Select **"Fam/General Practice, Internal Med"**

Located near:

- Type in **City**

To ensure you find a provider who is available, check on **"Accepting New Patients"**

The screenshot shows the 'Find a Doctor' search interface. At the top, it says 'Find a Doctor' with links for 'Encontrar un doctor' and '查詢醫生'. Below that, it specifies the plan/network: 'Blue Cross PPO (Prudent Buyer) - Large Group' with a 'Change plan' link. The search criteria are: 'I'm looking for a:' with a dropdown set to 'Doctor/Medical Professional'; 'Whose name is: (optional)' with an 'Enter name' field; 'Who specializes in:' with a dropdown set to 'Family/General Practice, Internal Med' and a 'Show specialty details' link; 'Located near:' with an 'Enter location' field; and 'Within a distance of:' with a dropdown set to '20 miles'. There are checkboxes for 'Who is: (optional)' including 'Accepting New Patients' and 'Able to serve as Primary Care Physician (PCP)'. A 'Show more options' link and a blue 'Search' button are at the bottom.

Example of result

The screenshot shows the 'Find a Doctor Results' page. It features a map on the left with location pins. A 'Refine Results' sidebar on the left includes filters for 'Distance' (Within 20 miles of Sacramento, CA), 'Specialty', 'Gender', 'Additional Options', and 'Recognition/Awards'. The main results area shows a list of three doctors. The first is JENIFER BURKHALTER MD, a Female with specialties in Internal Medicine, Obstetrics & Gynecology, and Gynecology. The second is OLIVER LAU MD, a Male with a specialty in Family Practice. The third is GEOFFREY WOO-MING MD, with a specialty in Family Practice. Each result includes the doctor's name, gender, specialty, distance from the search location, address, telephone number, and a 'Quality Snapshot' icon. A 'Return to Search' button is at the bottom left.

You can also use the Find a Doctor tool to locate the closest urgent care facility or hospital. If you need help locating a provider, please contact **CCH Customer Service at 1 (855) 343-2247**.