

Stay Connected

Members Outside Our Service Area
But Within the State of California



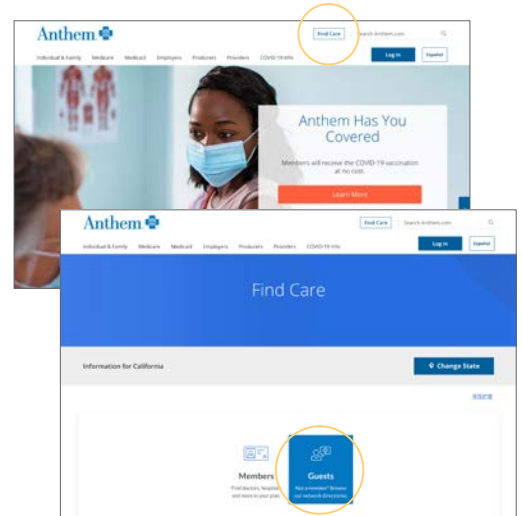
There will be situations where you will need access to medical care outside of the Community Care Health (CCH) Service Area. When you need to locate a provider in the State of California outside of Fresno, Kings or Madera counties, follow the steps outlined below.

Finding a Provider

Go to <https://www.anthem.com/ca/>

You will be directed to the Main Site Page

To locate a provider, click on **Find Care** located at the top of the page. Click on “Guests”.



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”

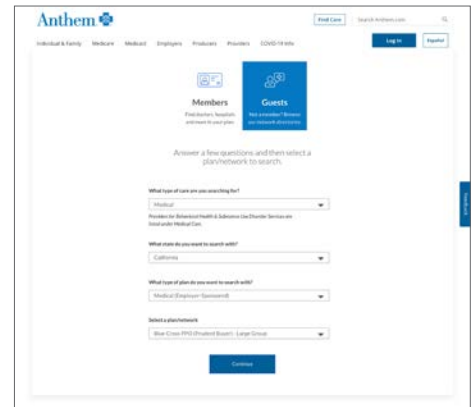
What type of plan do you want to search with?

- Select “Medical (Employer-Sponsored)”

Select a Plan/Network

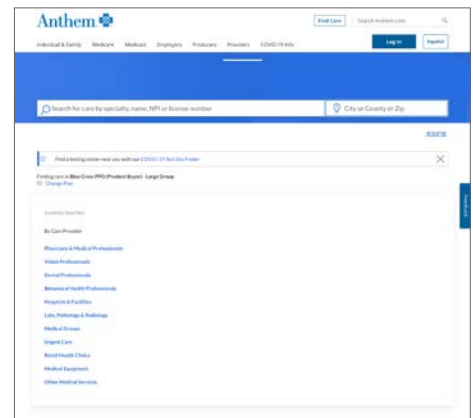
- Select “Blue Cross PPO (Prudent Buyer) Large Group”

Click “Continue”



Now that you have selected the appropriate plan information it is time to **Find Care**.

This is the Main Search Screen



Find a Provider continued

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

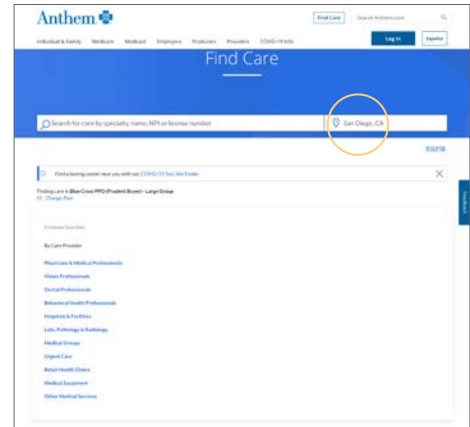
There are 2 options

Option 1:

If you know specialty, name, NPI or license number add to this field. You also must add the City, County or Zip. The results based on the set of criteria specified will be returned.

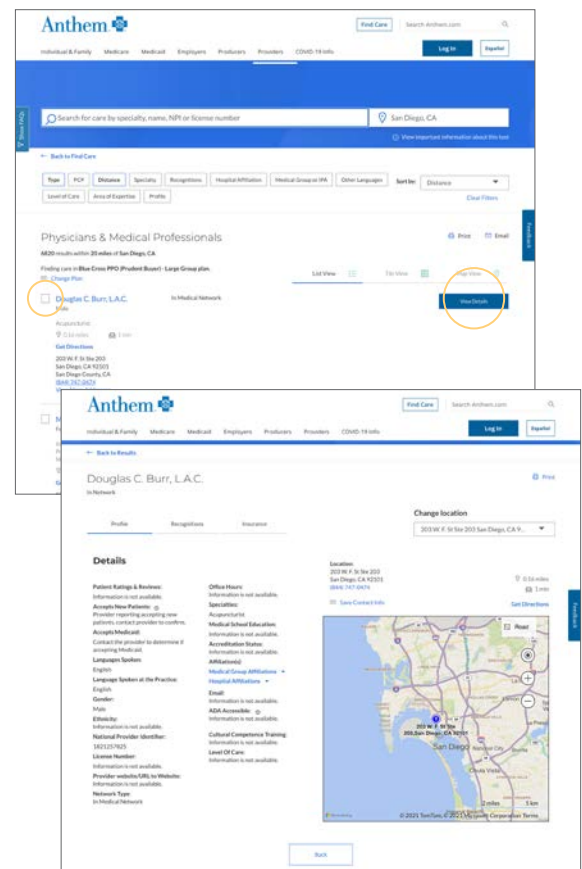
Option 2:

Scroll down to “Common Searches.” Before you can select one of the “By Care Provider” options, you must first put in City, County, Zip. Then select “Physicians & Medical Professionals.” All available providers will be returned. You can then modify the results, by indicating for example, PCP, Distance 2 miles, Specialty of Family Practice.



Example of result

Select a provider. More detailed information on the provider is available. Information such as whether the provider is Accepting New Patients and their office hours is displayed.



You can also use **Find Care** 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.**