

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.

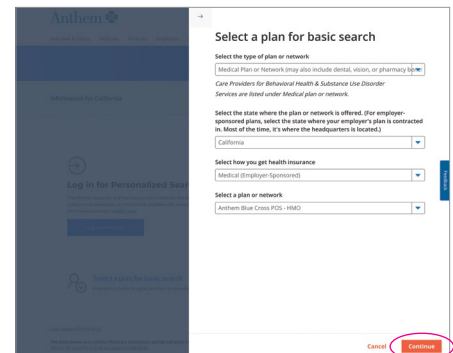
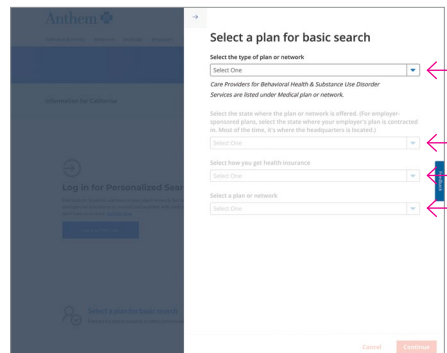
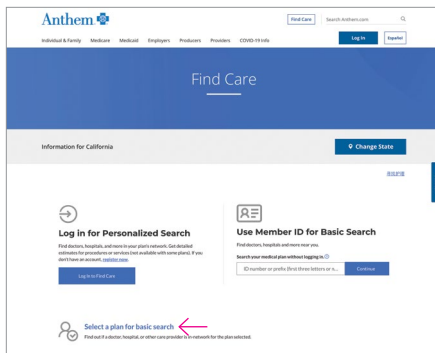
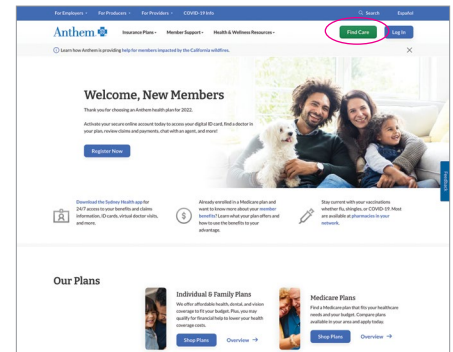
Finding a Provider

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

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

You have now been directed to the Find Care page.

Click on “Select a plan for basic search”



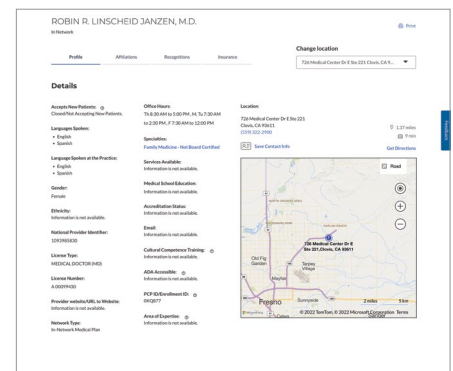
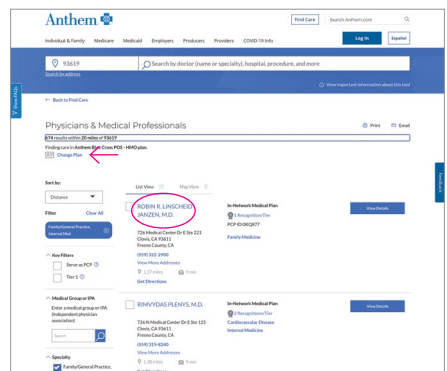
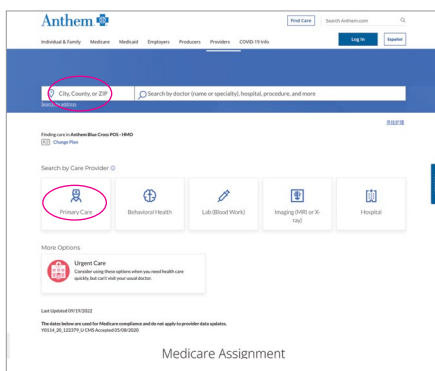
A slider will appear from the right side. Select the best answer for each question. Click ‘Continue’.

You are now in the search page

1. Enter in the City, County or Zip
2. Select the type of provider

Example of search result

1. Click on provider name for full detail
2. Click on ‘Change Plan’ to start over



Find a Provider continued

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

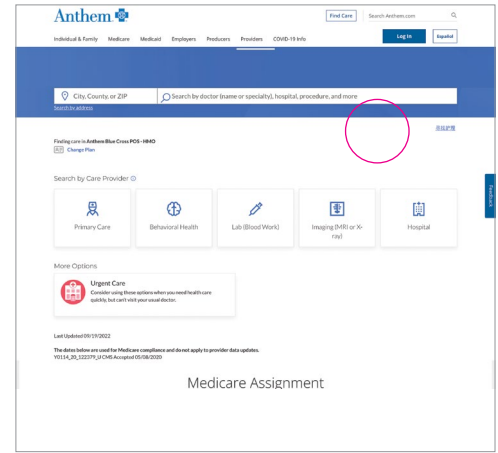
There are 2 options

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.

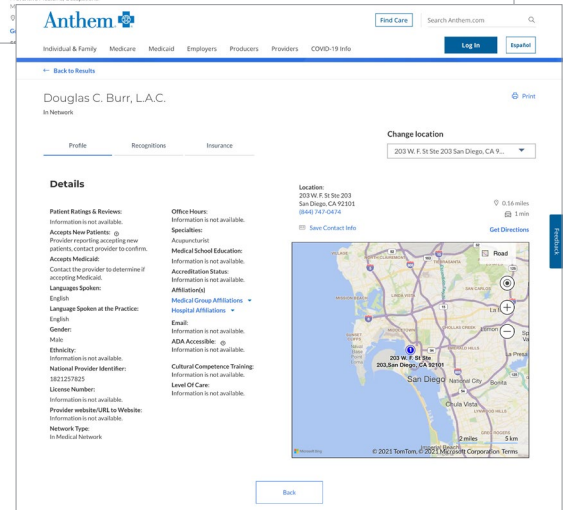
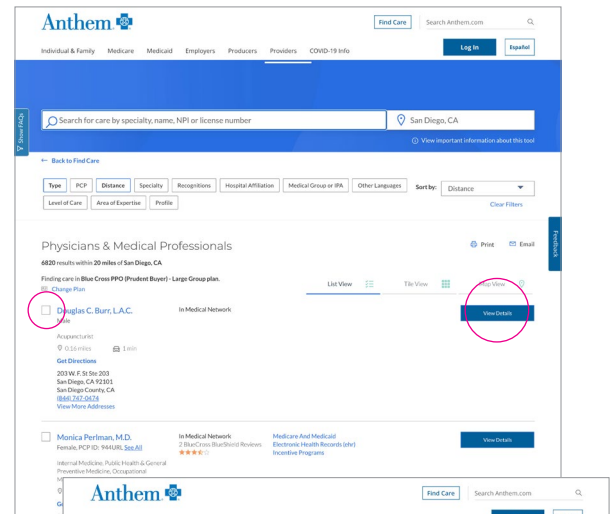
Option 2:

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 Search 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.