

# SEARCHING PARTICIPATING MEDICAL PROVIDERS ON ANTHEM.COM

## Step 1: Go Anthem.com and click on "FIND A DOCTOR"

The screenshot shows the Anthem.com homepage. At the top left is the Anthem logo with 'BlueCross BlueShield' underneath. To the right, there is a link for 'Español' and a section for 'OTHER ANTHEM WEBSITES:' with links for 'Providers', 'Employers', 'Producers', 'Medicaid', and 'Federal Employee Programs'. Below this is a navigation bar with 'Shop For Insurance', 'Health & Wellness', 'Resources', and 'Customer Support'. A large banner features a photo of a doctor and a patient, with text: 'Prepare for your next doctor's visit. Watch a video with tips to help you have a good appointment next time you see the doctor.' Below the banner is a 'MEMBER LOG IN' section with fields for 'Username' and 'Password', and buttons for 'Register Now', 'LOG IN', and 'Forgot username or password?'. To the right of the login section is a 'USEFUL TOOLS' section with buttons for 'FIND A DOCTOR (Dentist, Pharmacy, or Hospital)', 'FIND URGENT CARE', 'PRESCRIPTION BENEFITS', and 'CHECK CLAIM STATUS'. At the bottom left, there is a 'Get a Free Instant Quote' section with radio buttons for 'Medicare Solutions' and 'Individual & Family plans (Health, Dental, Vision)', and input fields for '\*Zip Code' and '\*County'. To the right of this is an 'Open Enrollment for Individual and Family Plans' section for 'November 1 — January 31' with a 'Start' button. At the bottom right, there is a promotional banner for 'Gear up for summer biking and save \$20' with a 'Redeem Now' button.

## Step 2: Search using your 3 digit alpha prefix (KYJ) from your member ID located on your card:

The screenshot shows the 'Search using your plan' login form. It features a header with a person icon and a green checkmark, followed by the title 'Search using your plan'. Below the title is the instruction: 'Log in or use the identification number on your member ID card to find a doctor or hospital in your plan's network.' The form has three main input sections: 'Username:' with a text box containing 'Enter your username'; 'Password:' with a text box containing 'Enter your password'; and 'Identification number or alpha prefix: ?' with a text box containing 'XXX'. Below these sections is a blue 'Continue' button.

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Step 3: Enter type of physician, specialty, location, and mile radius for search. Click SEARCH:

All fields are required unless labeled optional

### Find a Doctor [Encontrar un doctor](#)

I want to search using the first three letters of my identification number: XXX [Select a plan/network](#)

I'm looking for a:

Who specializes in:

[Show specialty details](#)

Located near:

Within a distance of:

Who is: (optional)

- Accepting New Patients [?](#)
- Able to serve as Primary Care Physician (PCP) [?](#)

Whose name is: (optional)

[Show more options](#)

If you have any questions regarding a provider search, please call

ARC Administrators at 877-309-2955 or email [customerservice@arcsvs.com](mailto:customerservice@arcsvs.com)