

Everyone Needs a Family Doctor



Why are family doctors so important?

Choosing a good family doctor — also known as a primary care physician or PCP — is an important step toward a healthy lifestyle. Think of your family doctor as a partner who is focused on keeping you healthy. They know your health history and schedule routine tests and checkups that can detect and prevent diseases such as cancer, heart attack, stroke and diabetes. Your family doctor also treats everyday concerns like a sinus infection or high blood pressure.

Studies show that people with a family doctor have lower overall healthcare costs and are happier with their care. At Arkansas Blue Cross Blue Shield, we want you to find a family doctor who will focus on *your* care. Your family doctor could be a **family physician, general practitioner, internist, pediatrician, nurse practitioner** or **physician assistant**. Choose one today!



Advantages to having a family doctor:

- Get in quickly when you're sick
- Make it easy to schedule checkups
- Get needed treatment for chronic conditions or illness
- Get appointments with specialists when necessary
- Learn more about being healthy



Need help finding a doctor?

Please give us a call at **800-225-1891** between 8 a.m. to 4:30 p.m. CST, Monday through Friday, and speak to someone who can help find a doctor near you.



Healthcare help when you need it most

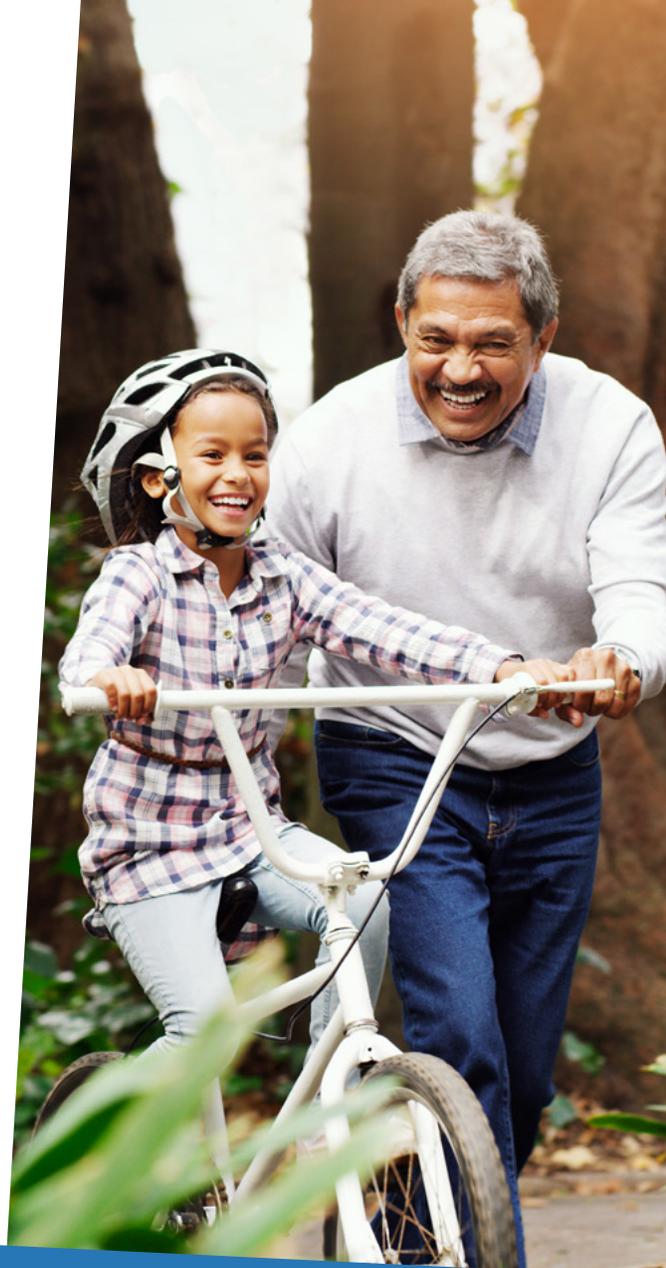
Whether it's help finding a family doctor nearby, dealing with a lifelong health issue or a first-time medical emergency, there are times that you need some help with your health care. Luckily, your plan includes the support of a registered nurse case manager. A case manager will help you:

- Schedule a doctor's appointment
- Find the right healthcare service
- Understand your particular health condition
- Learn new ways to manage your care
- Explain possible prescription drug reactions
- Educate you on your ongoing health conditions

What you should expect

There will be a friendly, helpful voice on the other side of the line when you answer. Your case manager can simplify your healthcare issues and get you the care you need. Case management is free and confidential!

Give us a call at 800-225-1891 between 8 a.m. to 4:30 p.m. CST, Monday through Friday, with any questions you have about the case management program.



Find a doctor online

1. Go to arkansasbluecross.com
2. Select **Find A Doctor** under the **Members** tab
3. Enter your member information and search

To locate a provider outside of Arkansas, select **Nationwide Providers** then enter the first three letters of your ID card



Steer Clear of the Emergency Room (ER)

Never use the emergency room as a substitute for your primary care physician. You'll pay much more and you'll most likely wait longer to be seen. You can save money by making an appointment with your primary care physician or if you need immediate care and your doctor is unavailable, consider using an urgent care clinic.