

Questions or concerns?
Please contact:

Blue Cross and Blue Shield
of Vermont
P.O. Box 186
Montpelier, VT 05601-0186
(800) 344-6690
www.bcbsvt.com
click [here](#) for email contact

Blue Cross and Blue Shield
of Vermont provides
administrative services
and does not assume any
financial risk for claims.

Finding a network provider

Finding a network provider is easy. BCBSVT has an expansive provider network throughout Vermont and our contiguous counties. The most up-to-date information about BCBSVT's provider network appears online.

Finding providers in Vermont and our contiguous counties

- Visit www.bcbsvt.com/findadoctor
- To find a provider or hospital in Vermont or the surrounding area, select "providers and Hospitals in Vermont Service Area."
- You may search by name or by provider type.
- In the drop-down box marked "Network," select "BCBSVT Network Providers."
- Scroll down the page to refine your search. You can search within a specific distance, for example, or look for providers of a certain gender or those who speak a language other than English.

After your search results appear, find the printer icon and select "Print Search Results Directory" to create a printer-friendly file you can print or save to your computer

Although you receive services at a network facility, the individual providers may not be network providers. Please make every effort to check the status of all providers prior to treatment.

As of this printing, BCBSVT's Vermont network of providers includes more than 95 percent of the providers in the state and all of Vermont's hospitals. BCBSVT's pharmacy network includes nearly every Vermont pharmacy.

Finding national blue card providers

Use the National Provider Hospital Finder to find national providers, hospitals and other providers in your plan's network. We encourage you to use this tool, rather than relying on out-of-state providers to advise you of whether or not they are in the network.

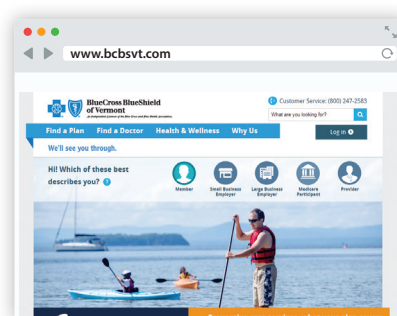
To use the tool, go to: provider.bcbs.com

- Type in the first three letters (your alpha prefix) that appear in front of your member number on your ID card
- VEHI's alpha prefix is **VEI**.
- This three-digit alpha prefix signifies what your provider network is. You must use the **Blue Card PPO/EPO network**.

Although you receive services at a network facility, the individual providers may not be network providers. Please make every effort to check the status of all providers prior to treatment.

If you have questions, you may call BCBSVT's customer service team at the number on the back of your ID card or **(800) 810-BLUE (2583)**.

We can also send you a paper provider directory before you leave the area, if you wish. Both electronic and paper directories give you information on provider qualifications, such as training and board certification.





If you, or your dependents, live outside of the Vermont service area, you do not need to select a PCP.

Selecting a primary care provider (PCP)

You must select a primary care provider for each covered family member in order to enroll. To do this:

- Follow the steps above to find a doctor online and check the PCP box in the “Role/Specialty” section.
- If you are not currently seeing a primary care provider, be sure to check the “Accepting New Patients” box at the bottom of the form.
- If you are currently seeing a primary care provider, he or she may not be taking new patients. Be sure to check the “Existing patient” box on your enrollment form when you enroll.
- Use the provider name and National Provider Identification (NPI) number from your search results to complete your enrollment form.

Understanding your networks

PCP required	Yes, unless you or your dependent lives out of state.
Network care	You may use our BCBSVT Network providers in Vermont and contiguous counties, as well as our national Blue Card PPO/EPO Network.
Non-network care	You must get prior approval for all non-network care. Non-network care is care you receive from a provider that does not contract with BCBSVT, or with any Blue plans, and is not in the local BCBSVT network or the national Blue Card EPO/PPO network.
Emergency or urgent care	You do not need to see a network provider for emergency or urgent care services (as defined in your Benefits Description). In these situations, please seek care immediately. If a non-network provider balance bills you for emergency or urgent care services, please call BCBSVT’s customer service team at the number listed on the back of your ID card.
Finding a Local Vermont provider	To find a BCBSVT provider visit use our tool or call the number listed on the back of your ID card.
Finding a National Blue Card provider	To find a Blue Card provider 24 hours a day, seven days a week, please visit provider.bcbs.com or call (800) 810-BLUE (2583) .