

## ***Internet Instructions to Locate Medical, Mental Health, and Vision Providers***

*Note: These instructions are current as of 8-1-09. Websites may change after this date.*

### **For Blue Cross Blue Shield of North Carolina Standard, Choice and HDHP Medical Providers**

*If you are searching for an NC provider, do the following:*

1. Go to the web site address: [www.bcbsnc.com/members/progressenergy](http://www.bcbsnc.com/members/progressenergy).
2. Click on **NC Provider Search**.
3. Enter the required information (zip code, and type of doctor) and click on **Find Doctor Now**.

*If you are searching for a provider in a state other than NC, do the following:*

1. Go to the web site address: [www.bcbsnc.com/members/progressenergy](http://www.bcbsnc.com/members/progressenergy).
2. Click on **Nationwide Providers**.
3. If a **Member**, enter alpha prefix from your ID card and continue.  
**Non-members** can enter as guests. Under **Choose a Product Type**, select **PPO** and continue.
4. Enter the required information to help narrow your search for a provider and continue.
5. Select **Provider Type, Specialties** and continue.

The telephone number for BCBSNC is 1-877-258-3334.

*Note: For the Standard and Choice Plans, pharmacy, mental health and routine vision care providers are not available through BCBSNC but are available through other networks. See provider instructions below for CatalystRx (pharmacy), ValueOptions (mental health) and VSP (vision). For the HDHP, pharmacy and mental health providers are available through BCBS.*

### **For Blue Cross Blue Shield of Florida (BCBSF) Standard and Choice or HMO Providers:**

1. Go to the web site address: [www.bcbsfl.com](http://www.bcbsfl.com).
2. Under Quick Links, select **Find A Doctor or Hospital**.
3. Enter information; and click **Search (Select Blue Choice PPO or BlueCare HMO for Florida participants)**.

BCBSFL's telephone number is 1-800-950-3577.

*Note: For the Standard and Choice Plans, pharmacy, mental health and routine vision care providers are not available through BCBSFL but are available through other networks. See provider instructions below for CatalystRx (pharmacy), ValueOptions (mental health) and VSP (vision). For the BlueCare HMO Plan, mental health providers are not available through BCBSFL but are available through ValueOptions.*

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### **For UnitedHealthcare Standard and Choice Plus Providers:**

1. Go to the web site address: [www.uhc.com](http://www.uhc.com).
2. Once on the home page, click on **Find a Physician** at top of page.
3. Click **Find a Physician** and choose type of search you want to use.
4. Complete the form to define your needs. Select **UnitedHealthcare Choice Plus** for health plan and select provider type.

UnitedHealthcare's telephone number is 1-888-899-4736.

*Note: For the Standard and Choice Plus Plans, pharmacy, mental health and routine vision care providers are not available through UHC but are available through other networks. See provider instructions below for CatalystRx (pharmacy), ValueOptions (mental health) and VSP (vision)*

### **For AvMed HMO Medical Providers (Florida only)**

1. Go to the web site address: [www.avmed.com](http://www.avmed.com).
2. For Provider Directory, click **Find a Physician or Care Provider** on top of page.
3. Select **Classic** and **Continue**.
4. Select **All Other Employee Groups and Guests**.
5. After reading page, click "**I have read the information below.**"
6. Select search choice; **Submit**.
7. For Preferred Medication List from AvMed home page, select **Click Here for Useful Shortcuts** on bottom left; select **Medication List; 3 Tier Preferred Medication List**.

AvMed's telephone number is 1-800-882-8633.

*Note: Mental health providers are not available through AvMed HMO but are available through ValueOptions.*

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### **Catalyst Rx (For BCBS Standard and Choice Plans and UHC Standard and Choice Plus Plans only)**

1. Go to [www.catalystrx.com](http://www.catalystrx.com).
2. Enter **Member Login** information on right. For non-members, enter 20022111 in both the “User name and “Password” boxes.
3. Under **Quick Links**, select **Drug Information**.
4. Under **Drug Information**, enter **Drug Name** or select **Print Pocket Formulary**.

The telephone number for Catalyst Rx is 1-800-331-7108

### **ValueOptions (mental health care for all plans except HDHP)**

1. Go to [www.ValueOptions.com](http://www.ValueOptions.com).
2. Click **Members** tab; **Non-Members** enter as a **Guest**.
3. Select **Progress Energy/Florida Power**; Submit and click **Yes**
4. Select **Find a Provider**.

ValueOptions’ telephone number is 1-800-662-8800.

### **BCBS/Magellan (for HDHP mental health care)**

*If you are searching for a NC provider, do the following:*

1. Go to the web site address: [www.bcbsnc.com/members/progressenergy](http://www.bcbsnc.com/members/progressenergy).
2. Click on **NC Provider Search**.
3. Enter the required information (zip code, and type of doctor) and click on **Find Doctor Now**.

*If you are searching for a provider in a state other than NC, do the following:*

1. Go to the web site address: [www.bcbsnc.com/members/progressenergy](http://www.bcbsnc.com/members/progressenergy).
2. Click on **Nationwide Providers**.
3. If a **Member**, enter alpha prefix from your ID card and continue.  
**Non-members** can enter as guests.
4. Under **Choose a Product Type**, select **PPO** and continue.
5. Enter the required information to help narrow your search for a provider and continue.
6. Select **Provider Type, Specialties** and continue.

The telephone number for BCBSNC is 1-877-258-3334.

The telephone number for Magellan is 1-800-359-2422 (pre-certification for inpatient and outpatient facility services).

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### **For Vision Plan Providers**

For **Vision Service Plan (VSP)** Vision Providers:

1. Go to the web site address: [www.vsp.com](http://www.vsp.com).
2. Once on the home page, click on **Members**.
3. Click on **Find a VSP Doctor**.
4. Fill in requested information and log in.

VSP's telephone number is 1-800-877-7195.