



How to Change Your Medical Group

When you enrolled in your Blue Cross and Blue Shield of Illinois (BCBSIL) HMO plan, you and your covered family members were each asked to select a contracting medical group. You can change your medical group at any time.

It's quick and easy to change to a different medical group online through Blue Access for MembersSM (BAMSM) either on the **My Coverage** page or through the **Doctors & Hospitals** page.

If you are not already registered on BAM, simply:

- Go to **bcbsil.com**.
- Click the **Log In** tab, and then click the **Register Now** link.
- Use the information on your BCBSIL ID card to complete the process.
- Then, log in to BAM.

Doctors & Hospitals page

The Doctors & Hospitals – Find a Doctor Page

On the **Doctors & Hospitals – Find a Doctor** page, click the Change Medical Group link.

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Birth Date Current Medical Group:
Medical Group Number:

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My Coverage Page

The My Coverage Page

On the **My Coverage** page, in the Coverage Overview Section, Under Medical Group, click the Change Medical Group link.

Member	Coverage Type	Medical Group
Name Birth date: Group Number: ID Number:	Medical Plan Type: BLUADV Effective Date: Prescription Drugs	Current Medical Group: Medical Group Number:

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Follow these steps:

Step 1: On the **Change Primary Care Physician (PCP) – Select Member** page, select the person whose Medical Group needs to be changed.

Step 2: Click the drop-down arrow under **To help us serve you**, select your reason for change from the list. In the list that appears, click the reason for the change.

Once you change your Medical Group, we will send you and ID Card with the information for your new Medical Group. Confirm the address to which the new ID Card to be sent.

To help us serve you, select your reason for change from this list:

Select one

- I Have Changed My Residence
- My Medical Group Closed
- I Am Concerned With Locations
- I Am Concerned With PCP
- I Am Concerned With Service
- I Had Problems With Referrals
- Previous Selection Was Wrong
- Original Selection Was Closed
- Selecting For The First Time
- Other

Step 3: On the **Change Primary Care Physician (PCP) – Eligibility Questions** page, answer each question for the member who is changing Medical Group.

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Please answer the following questions for the member who is changing Medical Groups.

Eligibility Questions	
Is the member currently hospitalized?	<input type="radio"/> Yes <input type="radio"/> No
Is the member her third trimester of pregnancy?	<input type="radio"/> Yes <input type="radio"/> No
Is the member currently being treated for an illness that requires frequent office visits or specialty care?	<input type="radio"/> Yes <input type="radio"/> No
Does the member require medical service immediately?	<input type="radio"/> Yes <input type="radio"/> No
Has the member sought service at more than one medical group in the past 60 days?	<input type="radio"/> Yes <input type="radio"/> No

Step 4: On the **Change Medical Group – Search for and select a Medical Group** page, enter the search criteria, and then click “Search”.

How would you like to search for your Medical Group?

By Medical Group

Select this option to search for a Medical Group

By Primary Care Physician in a Medical Group

Select this option if you have a physician in mind, but are looking for the physician's medical group name and number.


By Medical Group Number

Select this option if you know the 3 digit number for the Medical Group.

Step 5: In the search results, select the desired Medical Group, select the effective date from the list, then “Apply”.

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Medical Group changes will only take effect on the first of the month. Once you select a Medical Group from the search results, select the date you'd like this change to take effect from the list of Effective Dates. Please note, if you don't currently have a Medical Group on record, the Effective Date will be selected for you.

Member	Current Medical Group	Effective Date
		12/01/2018 

If you have any questions about changing your medical group or need any help making the change, you can call our customer service department at the number on the back of your identification card or through the Message Center on BAM.