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

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

My Coverage Page

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

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

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

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

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.