How to Change Your Medical Group

When you enrolled in your Blue Cross and Blue Shield of Illiniois (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



My Coverage Page



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.

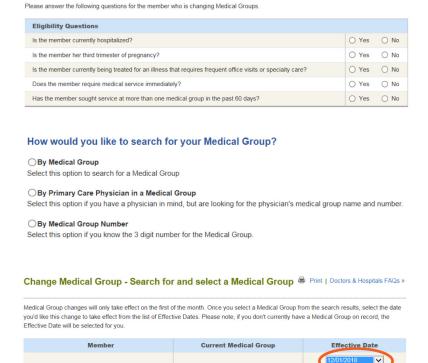
Once you change your Medical Group, we will send you and ID Card with the information for your new Medical Group. Confirm the address to which the new ID Card to be sent.

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".





Change Primary Care Physician (PCP) - Eligibility Questions Print | Doctors & Hospitals FAQs »

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.