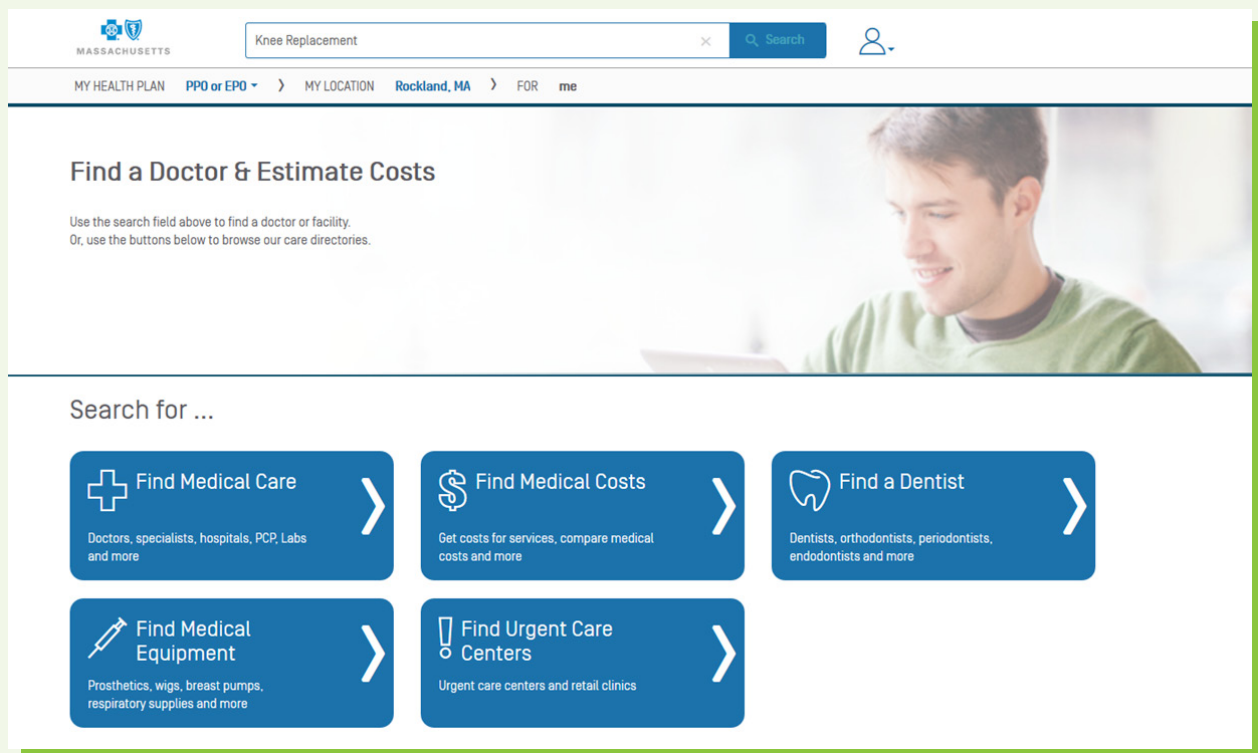


Shop and Compare Costs for over 1,600 Procedures

Our **Find a Doctor & Estimate Costs** tool lets you search for doctors, dentists, hospitals, and other healthcare providers. Plus, get a range of cost estimates for over 1,600 common medical services performed by providers in your area.



The screenshot shows a web interface for finding healthcare providers and estimating costs. At the top, there is a search bar with the text "Knee Replacement" and a "Search" button. Below the search bar, there are navigation links for "MY HEALTH PLAN", "PPO or EPO", "MY LOCATION", "Rockland, MA", and "FOR me". The main heading is "Find a Doctor & Estimate Costs". Below this heading, there is a sub-heading "Search for ..." and five blue buttons with white icons and text, each with a right-pointing arrow. The buttons are: "Find Medical Care" (with a plus sign icon), "Find Medical Costs" (with a dollar sign icon), "Find a Dentist" (with a tooth icon), "Find Medical Equipment" (with a syringe icon), and "Find Urgent Care Centers" (with a location pin icon). Each button has a brief description of the services it covers.

Start by Logging in to MyBlue

Before you get started, log into your MyBlue account to be automatically connected to your provider network. This will allow you to use the cost estimate feature when you access the Find a Doctor and Estimate Costs tool. Don't have an account? No problem—create one at www.bluecrossma.com/findadoctor.

How to Search for Cost Estimates

In the search box located at the top of your screen, enter the name of the procedure, or the area of your body that needs care.

Select the service you are looking for from the drop down menu.

Once you make a selection, the search results will auto-populate based on the location of the device you're using.

You may change your location on the results page, if necessary.

Note: For a guided search, **click Find Medical Costs.**

PPO members can perform nationwide searches, while HMO members' can search in Massachusetts.

Using the Results Page

Your results page will show you nearby providers, their address, phone number, an estimated range of the costs charged by the providers in your results, patient reviews of physicians, if available, and if the provider has any Blue Distinction Center designations, such as, Blue Distinction Total Care, Blue Distinction Center, and Blue Distinction Center+.¹

To adjust your location, use the search box at the top of the page. You can also compare up to 10 providers at a time.

You can refine your results by specialty, quality, languages spoken, and more.

Click the **provider's name** for more information, including your deductible and out-of-pocket maximum amounts, the maximum estimated out-of-pocket cost you may be responsible to pay for the service, quality ratings, directions, and more.

The screenshot displays a search results page for 'Knee Repair ACL (Arthroscopic)'. At the top, it shows the expected total cost range of \$8,473 to \$21,731. Below this, there are 16 results listed. Three results are highlighted with green boxes and lines pointing to the text on the left:

- Mount Auburn Hospital Behavioral Health Hospital**: \$8,473 expected total cost. Blue Distinction (3), 1 OTHER AWARD.
- Beth Israel Deaconess Hospital - Plymouth**: \$9,348 expected total cost. Blue Distinction (1), 1 OTHER AWARD.
- Lawrence Memorial Hospital**: \$9,403 expected total cost. 1 AWARD.

The right sidebar contains a 'Compare side-by-side' section and a 'Refine your results' section with various filters: Basic, Tiers, Specialties, Affiliations, Location, and Quality.

Blue Distinction Center Total Care (BDTC): Doctors and hospitals recognized for their efforts in coordinating total patient care.

Blue Distinction Center (BDC): Healthcare facilities recognized for their expertise in delivering specialty care.

Blue Distinction Center+ (BDC+): Healthcare facilities recognized for their expertise and efficiency in delivering specialty care.

Provider Detail Page—What You Can Expect

This page highlights the total average expected cost of the procedure, your deductible and out-of-pocket maximum amounts, and the maximum estimated cost for the procedure. You'll also find quality ratings, directions, specialties and more!

You can access your benefits by clicking on the Review Your Benefits link.

1. View your deductible and out-of-pocket maximum amounts. As well as your estimated maximum out-of-pocket costs for the service. You can also click on the Review Your Benefits link to understand if you have a deductible, co-insurance, or copayment for the service.
2. View the Your Cost Estimate section to see an estimated average cost charged by the provider you selected.
3. See the Ratings and Review section for additional information on patient experience if available.
4. You can view the Quality section to research quality ratings, if available.

The screenshot displays a provider detail page with the following sections:

- Cost Estimate:** A circular gauge shows a total cost of \$8,473. Text above indicates: "You have an individual deductible of \$250. You have a family deductible of \$500. You have an individual out-of-pocket maximum of \$2000. You have a family out-of-pocket maximum of \$4000. Your maximum estimated cost for this procedure would not exceed \$2000. For more information regarding your out-of-pocket costs for this procedure, please Review Your Benefits. If you require more details, Request a Written Estimate."
- Specialties:** Lists "Behavioral Health Hospital".
- Networks Accepted:** Lists "HMO Blue", "HMO Blue Network with Hospital Choice Cost Sharing feature", "HMO Blue New England", "HMO Blue New England Network with Hospital Choice Cost Sharing feature", and "HMO Blue New England Options v.4".
- Ratings & Reviews:** Shows "RECOMMENDATIONS: No recommendations yet" and "Overall Rating: No ratings yet (null) RATING(S)".
- Awards:** Features a "Blue Distinction" award from "The Joint Commission" for "Blue Distinction Centers+ for Knee and Hip Replacement".

Shop, Compare, Save

Find the care that's right for you at bluecrossma.com/findadoctor or by calling us at the number on your Blue Cross ID Card.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Services at the number on your ID Card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).