



An independent licensee of the Blue Cross and Blue Shield Association

**ACCESS TO CARE STANDARDS
FOR OFF-EXCHANGE MEMBERS IN ALL PRODUCTS IN ALL LINES OF BUSINESS -
EXCLUDING MEDICARE AND MEDICAID
DRIVING DISTANCE TO PROVIDERS**

Blue Cross and Blue Shield of North Carolina (BCBSNC) through its Physician Advisory Group and Quality Improvement Committee has established standards for the driving distance a member may reasonably travel to receive the services of an in-network provider. The standards are different for counties that are highly populated or highly urbanized. Counties with a higher population have higher standards. The following counties are considered highly urbanized counties: Cumberland, Durham, Forsyth, Gaston, Guilford, Mecklenburg, New Hanover and Wake counties. All other counties in North Carolina are considered low-urbanized counties.

The driving distance standards are listed below and are based on the type of provider. Please refer to your member Blue Book for benefit information on services available from these providers.

Driving Distance to Providers

Adult and Pediatric Primary Care Providers:

High- Urbanized Counties	One provider within 15 miles
Low- Urbanized Counties	One provider within 30 miles

OB/GYN Providers:

High- Urbanized Counties	One provider within 30 miles
Low- Urbanized Counties	One provider within 60 miles

Mental Health and Chemical Dependency MD and non-MD Providers:

High- Urbanized Counties	One provider within 30 miles
Low- Urbanized Counties	One provider within 60 miles

Specialist MD – High Volume and non-MD Specialist Providers: Specialist MD – High Volume are MDs who contract with BCBSNC in the specialties of allergy, cardiovascular disease, dermatology, gastroenterology, general surgery, hematology/oncology, neurology, ophthalmology, orthopedic surgery, otolaryngology (ear, nose and throat) and urology.

High- Urbanized Counties	One provider within 30 miles
Low- Urbanized Counties	One provider within 60 miles

Specialist MD – Low Volume Providers: MDs who contract with BCBSNC in specialties not designated as high volume.

High- Urbanized Counties	One provider within 45 miles
Low- Urbanized Counties	One provider within 90 miles

General Acute Care Hospitals – In and Outpatient Providers:

High- Urbanized Counties	One provider within 45 miles
Low- Urbanized Counties	One provider within 90 miles

Mental Health and Chemical Dependency Hospitals – Inpatient Providers:

High- Urbanized Counties	One provider within 45 miles
Low- Urbanized Counties	One provider within 90 miles