


IMPORTANT: To update or change your primary care physician (PCP) with your health insurance company, we recommend adhering to these outlined steps. Furthermore, we strongly advise reaching out to the office of your newly chosen PCP to verify their acceptance of new patients and to arrange an appointment as needed. Please note that this guide is current as of 10/3/2023.

Patient Self-Service Guide




Health Insurance

Plan Type: XXXX
 Member Name: Jane Doe
 Member ID #: 98753852
 Group #: AE8856

RX Bin #: 736385
 RX GRP: RX4655

Front

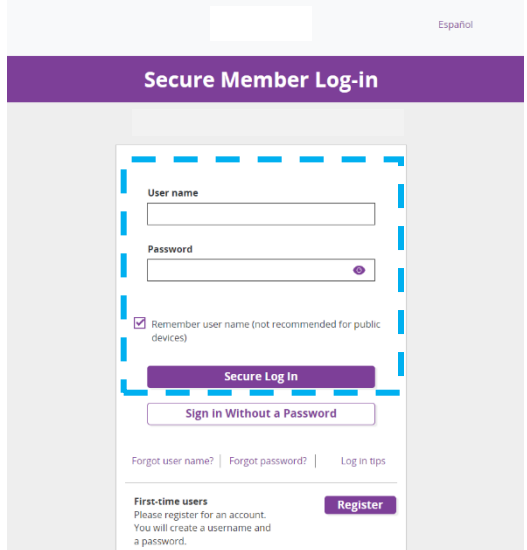
www. Website.com **Back**



Health Insurance



Customer Service: 1-000-000-0000
 Provider Services: 1-000-000-0000
 Pharmacy: 1-000-000-0000



1. Contact Your Insurance Provider:

- Call the customer service number provided on your insurance card. The number is typically found on the back of the card.
- Alternatively, you can visit the official website of your insurance provider and log into the online account management system. For further instruction on changing your PCP online, contact customer service.

- 2. Verify Eligibility:**
- Verify with customer service that you are eligible to change your PCP. Most insurance plans allow you to change your PCP at any time, but it's essential to check your plan's specific rules and policies.
- 3. Choose a New PCP:**
- If you already have a new Primary Care Physician in mind, provide their name and contact information. You may need to provide their National Provider Identifier (NPI) or other identifying details. If you don't have a new PCP in mind, you can ask the insurance representative for a list of in-network doctors or use the online provider directory to search for eligible physicians in your area.
- 4. Notify Your Current PCP:**
- It's a good practice to inform your current PCP that you will be changing providers. This way, they can assist with transferring your medical records to the new doctor and ensure a smooth transition of care.
- 5. Schedule an Appointment:**
- After the change is confirmed, contact your new PCP's office to schedule an appointment. Be sure to provide them with your insurance information, including your updated PCP selection.

You should receive confirmation of the PCP change. This may be displayed on the screen, sent to your email, or both. Remember that the process may vary slightly depending on your specific insurance plan and company. Additionally, keep a record of all communications and confirmations related to the change for your reference. If you encounter any issues or have questions during the process, do not hesitate to contact insurance customer service.