

III. INFORMATION ON PROVIDERS

A. What is a PCP

A PCP is the short name for “primary care provider.” The PCP is your family doctor, who will be the leader of all the healthcare you receive. Each person in your household will be asked to choose a PCP from the MedStar Family Choice Provider Directory. If you have a child under the age of 21, you will choose a PCP for the child. That doctor would most likely be a pediatrician (children’s doctor) or a family practitioner. For female enrollees, if your PCP is not a women’s health specialist, you have the right to see a women’s health specialist without referral.

Your PCP will work with you to decide what your healthcare needs are. If you and your PCP decide that you need a service that is not given by your PCP, the PCP may send you to another doctor to get what you need. That other doctor may be called a specialist. The specialist is a doctor who has extra training in some healthcare field. For example, if you and your PCP decide that you need to have an operation, your PCP may send you to a surgeon. If you need to have an X-ray, your PCP may send you to a radiologist.

At times, you may need what is called specialty care. For example, after an injury your PCP might want you to have physical therapy. The PCP will send you to a physical therapy center or a rehabilitation center. There will be specially trained people there to give you the therapy or treatments you need.

You may not see a specialist or have specialty care without the approval of your PCP. If you think you need a specialist, talk to your PCP. The PCP will give you a referral, or make arrangements for you.

B. Information About Your PCP and Specialists

If you would like to know more about your PCP, specialists, midwives, physical therapists,

speech therapists, audiologists or any other type of provider that will be caring for you, you may call MedStar Family Choice Member Services toll-free at 888-404-3549. The member services representative will give you information about your provider or will transfer your call to someone who can help you. You may also view our website at **MedStarFamilyChoice.com**. There is detailed information on the website regarding each of our providers, including information regarding hospital privileges, education and certifications. If you would like to obtain this type of information on your provider, but do not have access to our website, you may contact Member Services to receive this information over the phone, or we can send you the information on specific providers.

C. Selecting or Changing Providers

Selecting a PCP

All new members will receive a MedStar Family Choice identification card in the mail. That card will show the name of the PCP site or location that you chose when you enrolled. If you did not select a PCP, we selected one for you based on your address. If you would like to pick a different PCP, you may choose a PCP from the Provider Directory, which has been sent to you with this booklet. You can change your PCP at any time by contacting our Member Services Department. Each member of your family must have a PCP. The children in your family who are under the age of 21 should have a pediatrician or family practitioner. If you do not want a pediatrician or family practitioner for your children, you may ask for a primary care provider who is certified as an EPSDT provider. Your PCP should be close to your home so that you can get to your visits.

It is very important for you to have a PCP you can be happy with!

Changing a PCP

You may change your PCP at any time. If you are not happy with your doctor, try to talk about it with your doctor. If you are still not happy, call Member Services to talk about it. If things do not get better, all you have to do to have a new doctor is:

1. Pick a new PCP from the Provider Directory we have sent you.
2. Call Member Services toll-free at **888-404-3549** and tell them you want to change your PCP.

If you choose a new PCP, MedStar Family Choice will send you a new ID card within 10 days. You are effective with your new PCP as soon as you make the change with member services.

D. List of Primary and Specialty Care Providers

All PCPs and specialists are listed in the Provider Directory, which you received with this booklet and is also available on our website at **MedStarFamilyChoice.com**. Use the directory or the website to pick your PCP. The website is updated regularly to keep the network updated as much as possible. Choose one close to you so that you will be able to get to your appointments. You may not choose a specialist without the approval of your PCP. If your PCP thinks you need a specialist, he or she will help you to choose one.

E. List of Hospital Providers

All hospital providers are listed in the Provider Directory, which you received with this booklet, and are available online at **MedStarFamilyChoice.com**. The hospitals you may use as a MedStar Family Choice Member are:

- MedStar Franklin Square Medical Center
- MedStar Good Samaritan Hospital
- MedStar Harbor Hospital
- MedStar Union Memorial Hospital

- MedStar Montgomery Medical Center
- MedStar St. Mary's Hospital
- MedStar Georgetown University Hospital
- MedStar National Rehabilitation Network
- MedStar Washington Hospital Center
- Doctors Community Hospital
- MedStar Southern Maryland Hospital Center

If you need to be in a hospital, your PCP must arrange and oversee your care. MedStar Family Choice will pay for the hospital and for any special care you need, but only if your PCP says it is okay. So you must not go to a hospital without calling your PCP unless you have an emergency. An emergency is a condition that causes sudden severe pain or other signs that are so severe that if they are not treated they could be reasonably expected by a prudent layperson, who possesses an average knowledge of health and medicine, to result in:

- Placing your health in serious jeopardy;
- Causing serious impairment to bodily functions; or,
- Serious dysfunction of any bodily organ or part.

MedStar Family Choice will not cover your expenses if you are in the hospital without your PCP's okay unless it is an emergency.

F. List of Pharmacy Providers

Most of the major pharmacy chains are in our network. You can find examples of these major pharmacy chains in the front page of our Provider Directory. Choose the one closest to you. All of the medicines your doctors order and are approved by MedStar Family Choice will be provided to you. Take your member identification card with you when getting your medicine. Some medicines require your doctor to provide information to MedStar Family Choice before the medicine can be prescribed. Your doctor will work with MedStar Family Choice to make sure you receive the medicine you need.