

# Your Primary Care Provider (PCP)

When you join MedStar Family Choice, one of our doctors will be your main doctor. This doctor is called your primary care provider or PCP. Your PCP will help you and your family get the health care you need.

It is important to call your PCP first when you need care. If you had a doctor before you signed up with MedStar Family Choice, please call Member Services at 888-404-3549. We can help you stay with that doctor if you want to.

## How to pick your PCP

1. Pick a PCP at the time you enroll in MedStar Family Choice. This person will be your PCP while you are a member of MedStar Family Choice.
  - If your current PCP is a member of MedStar Family Choice’s network, you may stay with that doctor.
  - If you don’t have a PCP, you can choose from a list of doctors at **medstarfamilychoice.com** in our Provider Directory.
  - Call Member Services at 888-404-3549 if you need help picking a doctor.
  - If you do not pick a PCP within the first 10 days of being in our plan, we will choose a doctor for you. If you do not like the PCP we pick for you, you may change your PCP. Call Member Services at 888-404-3549 to change your PCP.
  - MedStar Family Choice will send you a member ID card. Your card will have your PCP’s name and phone number on it.
2. Choose a PCP for each family member in our plan, including your children. Your PCP may be one of these kinds of doctors:
  - Family and general practice doctor: Usually can see the whole family
  - Internal medicine doctor: Usually sees only adults and children 16 years and older
  - Pediatrician: Sees children from newborn up to adult
  - Obstetrician/Gynecologist (OB/GYN): Specializes in women’s health and maternity care
  - If you or your child has special healthcare needs, a specialist may be your or your child’s PCP but you need to call us and let us know that you would like this. We will try to help you get a specialist to be your or your child’s PCP, but the specialist would have to agree to it.
3. When you pick your PCP, please:
  - Pick a doctor who is close to your home or work.
  - Try to pick a doctor who can send you to the hospital you want. Not all doctors can send patients to all hospitals. Our provider directory lists which hospitals a PCP can send you to. You can also call Member Services for help.
  - Sometimes the PCP you choose won’t be able to take new patients. We will let you know if you need to pick a different doctor and Member Services can help you pick one.

## How to change your PCP

You can change your PCP anytime. Just pick a new PCP from our website at **medstarfamilychoice.com** or from the Provider Directory. Call Member Services at 888-404-3549 once you have picked a new PCP. If you need help picking a new PCP, Member Services can help you. If you choose a new PCP, MedStar Family Choice will send you a new ID card within 10 days. You should destroy your old card when you receive your new one.