



SELECTING A PRIMARY CARE PROVIDER

Frequently asked questions

Why is selecting a primary care provider (PCP) important?

There are many reasons to choose and use a PCP, including:

- PCPs are able to address many of your health care needs directly, and when they can't, they can refer you to a specialist.
- PCPs get to know you and your overall health care needs over time. That allows them to provide more comprehensive treatment and identify issues that may become more serious if not treated.
- Unless it's a real emergency situation, a PCP should be the first place you think about going when you need routine care. Generally, they're faster than urgent care facilities and emergency rooms. Plus, the amount you pay should be less, and your covered benefits may be greater.
- While costs for preventive care visits are covered, when you select your PCP on Blue ConnectSM, the copays on your first three sick visits to that doctor may be waived. Check your Benefit Highlights for additional information.

Are members currently required to select a primary care provider?

No. PCP selection is not currently required. With that said, it is still very important to do. Once you have selected your PCP, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) will share that information with your PCP. That enables close coordination between your PCP and Blue Cross NC. PCP selection is considered Protected Health Information (PHI) and is strictly confidential.

How often can I change my PCP?

You can change your PCP as many times as you need. However, it's in your best interest to establish a long-standing relationship with one PCP so they may become familiar with your medical history and help you make wise treatment choices.

If you update or change your PCP on Blue Connect, and you're eligible for three \$0 copay sick visits, they carry over to that provider. If you have already used some sick visits with your previous provider, those will be deducted from those you can use with your new provider.

What if my selected PCP becomes an out-of-network provider?

If your PCP becomes an out-of-network provider, the following will happen:

1. Blue Connect will indicate that the PCP is out-of-network and will also show the "invalid" PCP messaging on the PCP page, prompting you to select a new PCP.
2. Blue Cross NC will mail you a letter if your PCP leaves the network. This will also prompt you to select a new PCP.

Remember, your best benefits come when you use an in-network PCP.

When I log in, I see a PCP marked as "previously visited." Does this mean I have selected a PCP?

No, if you don't select a PCP within the first 60 days of your current benefit plan period, a previously visited PCP will be displayed on your Blue Connect profile. This is based on the past 15 months of claims data.

If you are happy with this PCP, please select them as your PCP. If you would like to choose another PCP, you may do so.

Are there other ways a member can select a PCP besides the Blue Connect feature?

The fastest way to select a PCP is through Blue Connect. If you have difficulty doing this, you may either live chat with Customer Service through Blue Connect, or you can call the Customer Service number on the back of your member ID card.



Are members required to renew their PCP selection?

As long as you remain on the same plan, and your PCP doesn't leave the network, you should not have to renew your selection. If you change your policy, you will need to reselect your PCP. If your PCP becomes out-of-network, then you will need to select a new PCP to maintain in-network benefits.

Why am I being asked to validate my PCP?

A member may choose to start visiting a new PCP without remembering to update their selected PCP in Blue Connect. It's important that Blue Cross NC maintains accurate records, so we may reach out and ask you to validate your PCP from time to time.

If I select a new or different PCP, will I receive a new Blue Cross NC ID card?

No. Your member ID card is not impacted by your PCP selection.

How do I select a PCP?

The easiest way to select a PCP is by using Blue Connect. Simply follow these steps:

- Log in to Blue Connect at BlueCrossNC.com/ChooseYourPCP.
- Click the Choose Primary Care Provider button under the Primary Care section.
- Use the available search tools to find your current PCP. If you don't have a PCP, you can locate one nearby.
- When you find your PCP, click the Select as Your PCP button. Make sure you confirm your selection by clicking the OK button.

If you are unable to complete the selection process using Blue Connect, you can call Customer Service using the number on the back of your member ID card.

Did you know?

Your PCP is like the captain of your health care team. When you need care, you should start with them. The copay on your first three sick visits to the PCP you select may be waived, too! Check your Benefit Highlights for additional information.

Visit

BlueCrossNC.com/ChooseYourPCP
to select a PCP today!

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the number on the back of your card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

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