

Primary Care Physicians

1. Can enrollees change primary care providers?

Yes. Members should contact their plan's Member Services area if they want to change their PCP.

2. What should be done if a patient is incorrectly enrolled with a PCP?

Beneficiaries should contact their plan's Member Service area.

3. If the beneficiary is enrolled in a plan, and their primary care provider that is chosen isn't the one they normally see, what do they do?

They need to call their plan and ask to change their PCP.

4. What is the process for choosing a PCP?

Beneficiaries will be asked to select a PCP upon calling Maximus to enroll in a health plan.

Beneficiaries who do not choose a PCP will be assigned to a PCP. Beneficiaries can change their PCP by calling their plan and requesting a change.

5. Does a beneficiary have a PCP in a MHN?

Yes. For assistance choosing a PCP, the beneficiary should contact the MHN.