

Guide to choosing a primary care provider

Having an ongoing relationship with a primary care provider (PCP) is one of the best things you can do for your health. When a PCP knows you well, they understand your medical history and what's important to you. This partnership ensures that you get the personalized care you need.

With the Premera Blue Cross HMO Core Plus plan, each member chooses a PCP they can count on to coordinate their healthcare.

Use this guide to answer all your questions about PCPs:

- Understand why having a PCP is a key part of your health plan.
- Know how to choose a PCP who is right for you.
- Find out about the types of PCPs available to you.

The value of a PCP

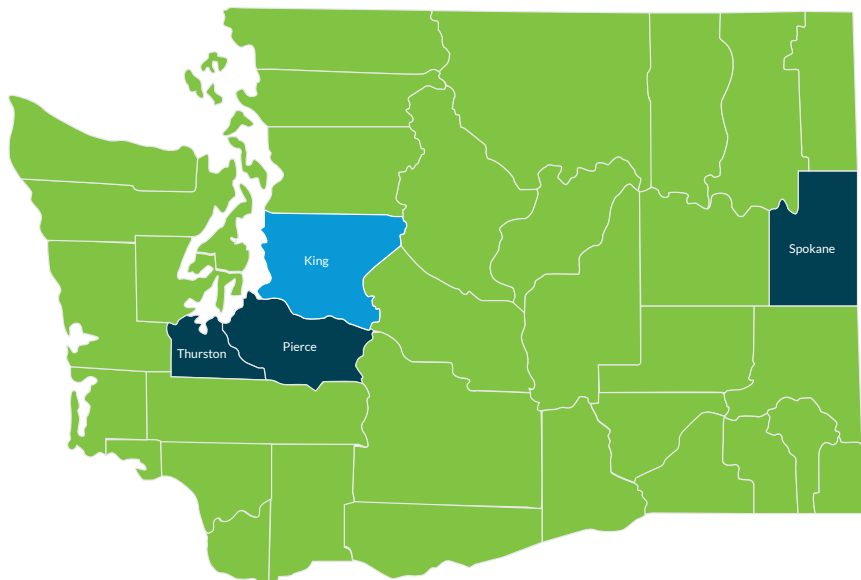
Having a PCP has been proven to improve overall health and reduce healthcare costs over time.¹ As an HMO Core Plus member, you'll choose a PCP who is your personal healthcare partner. You can rely on your PCP to assist you with the following:

- Guide you through the complexities of healthcare
- Refer you to specialists when needed
- Address your physical and mental health needs

Read on to find out about how to choose the right PCP for you.

Sherwood HMO network

The Sherwood HMO network of contracted providers includes high-quality healthcare professionals who are committed to keeping your costs as low as possible. The network is available in Pierce, Thurston, and Spokane counties. Beginning January 1, 2024, the HMO is expanding into King County. Emergency and urgent care are covered when traveling out of area.



TIP: Scan this code to
to find a PCP in
the Sherwood HMO
network.

¹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3820521/>

Nationwide

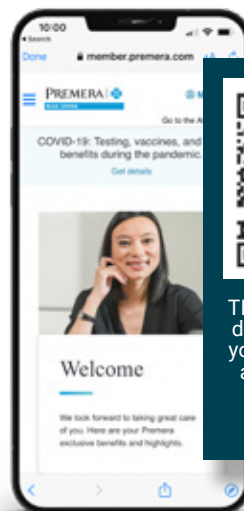
Outside of Washington, only urgent and emergency care are covered.

Virtual care

You have after-hours access to nurses, advanced practice providers, and U.S. board-certified providers. It's easy to connect with virtual care via the Premera MyCare app, available on iOS and Android.

Kinwell Health

You have access to all 17 Kinwell primary care clinics across Washington state. Find out more at kinwellhealth.com.



TIP: Scan this code to download the app so you can get care right away if you need it.

(Available starting on your plan's start date)

Type of PCPs

When considering which PCP is right for you, you have many options. You can choose providers, physician assistants, and nurse practitioners in eight specialties. This chart shows the specialties you can choose from and the type of care each focuses on.

Adolescent medicine	These providers specialize in medical and mental health concerns commonly starting at age 10. Patients include adolescents age 10 and above.
Family medicine	These providers specialize in comprehensive healthcare for all ages, genders, diseases, and parts of the body. Patients include individuals of all ages, including members of the same family.
General practice	These providers specialize in comprehensive healthcare for all ages, genders, diseases, and parts of the body. Patients include individuals of all ages and genders.
Geriatric medicine	These providers specialize in treating the unique health needs of older adults, including advanced care planning. Patients include older adults, especially those 65 and older.
Internal medicine	These providers specialize in the prevention, diagnosis, and management of disease and chronic conditions. Patients include adults age 18 and over.
Naturopathy	These providers specialize in natural remedies to help the body heal itself with therapies such as herbs, massage, acupuncture, and nutritional counseling. Patients include people who like to be an active participant in their wellness and appreciate a holistic approach to healthcare.
Gynecology	These providers specialize in fertility treatment, pregnancy, contraception, cancer screenings, and preventive care. Patients include people who want focused care for their sexual and reproductive health.
Pediatrics	These providers specialize in the medical and preventive care of infants, children, adolescents, and young adults. Patients include infants, children, and teens up to age 18.

When and how to choose a PCP



TIP: CHOOSE YOUR PCP BEFORE YOU NEED CARE.

Everyone enrolled on your health plan will select a primary care provider who will serve as their main contact for care. Here's a timeline for when and how you can choose a PCP:



Before your plan's start date, call the HMO Plus Team.

- Create an account or sign in to your existing account on premera.com and use the Find Care tool to find primary care providers in your area.
- Call the HMO Plus Team at 844-PBC-HMO1 (722-4661) and let them know which PCP you have chosen. You can also request guidance when selecting a PCP.
- If you already have a PCP that you like who is in the Sherwood HMO network you can keep seeing them. [Check the network now.](#)

On or after your plan's start date, select or change your PCP online.

- Create an account—or sign in to your existing account—on premera.com to see a PCP we've suggested for you. The suggested PCP is in network, in your area, and currently accepting new patients.
- Change to a PCP of your own choosing if you prefer to see a different PCP than the one suggested.

How to change your PCP.

You can change your PCP anytime. Select a new PCP by signing in to your account on premera.com, via the Premera mobile app, or by calling the HMO Plus Team at 844-PBC-HMO1 (722-4661). When you finalize your new PCP selection, it will take effect within 24 hours.



How did Premera Blue Cross HMO identify a PCP for me?

The process starts with a review of a member's claims history to establish if the member has received care from a particular PCP in the past. If the review does not suggest an existing PCP relationship, a PCP will be offered based on these key factors:

- Location (nearest to member's home address)
- Type of provider
- Specialty

These suggested PCPs are in the Sherwood HMO network and are indicated that they were accepting new patients at the time they were offered to you.



TIP: Scan to find out
more about your
HMO Core Plus plan

PREMERA 
HMO

An Independent Licensee of the Blue Cross Blue Shield Association

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Discrimination is Against the Law

Premera Blue Cross HMO (Premera HMO) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera HMO does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera HMO provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera HMO provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera HMO has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-722-4661 (TTY: 711).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 844-722-4661 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 844-722-4661 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-722-4661 (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 844-722-4661 (телетайп: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 844-722-4661 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Телефонуйте за номером 844-722-4661 (телетайп: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 844-722-4661 (TTY: 711)។

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。844-722-4661 (TTY: 711) まで、お電話にてご連絡ください。

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XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 844-722-4661 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 844-722-4661 (رقم هاتف الصم والبكم: 711).

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 844-722-4661 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 844-722-4661 (TTY: 711).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ຄ່າມີພ້ອມໃຫ້ທ່ານ. ໂທ 844-722-4661 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 844-722-4661 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 844-722-4661 (ATS: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 844-722-4661 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 844-722-4661 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 844-722-4661 (TTY: 711).

توجہ: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 844-722-4661 (TTY: 711) تماس بگیرید.