

# A primary care provider has your back. Here's how to see yours.

A primary care provider (PCP) gets to know you and looks after your health when you feel healthy and when you feel sick. This guide shows you how to choose a PCP and schedule an appointment.

You can skip to step 4 if you are happy with the PCP you have now.

## Step 1

### Know what you need

Your health care starts with you. So choose the provider who works for you. Read through this list before you start searching. These factors can help you make your choice.



#### Convenient location

Do you want a provider close to home or close to work?

Do you need a provider that is accessible by public transportation?



#### Hours that work for your schedule



#### Friendly, helpful staff that speak your language



#### Convenient ways to reach a provider

Many providers can be reached online or by phone and may offer telehealth visits.



## Step 2

### Know what type of PCP you need

Before you search, think about the type of PCP that works for your needs.

Select "Doctors by Specialty" to search for these PCP types on [our search tool](#). Or, if you just prefer to search for a PCP by location, you can do that too.



#### Family physician

A physician who treats people of all ages



#### Pediatrician

A physician who treats infants, children, adolescents and young adults



#### Internist

A physician who treats people for primary care and common and complex issues



#### Obstetrician/Gynecologist

A physician who specializes in treating women of childbearing age



#### Physician assistant

A provider who treats people under the supervision of a licensed doctor



#### Nurse practitioner

An independent advanced practice nurse who treats people of all ages

## Step 3

### Search our provider network

Next, use [our online search tool](#) to find an in-network provider. When you search, keep these things in mind:

1

Make sure you see Tufts Health Direct in the top-right corner. That means you're searching your plan's provider network. Select your location (address, city or zip code). Use "advanced search," to add a maximum search area by miles.

2

Check whether the provider is accepting new patients.

3

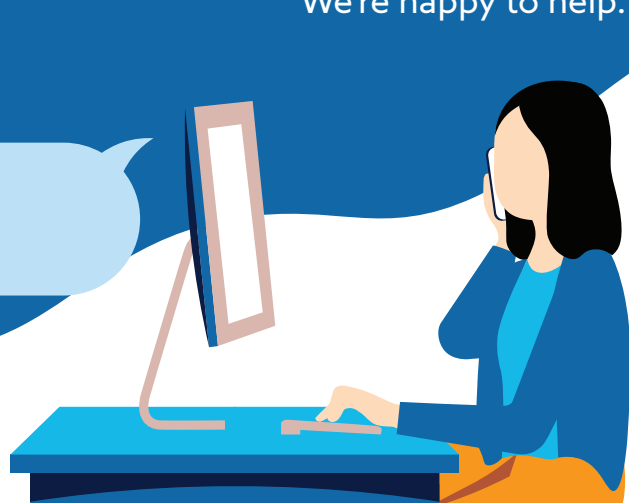
Read the provider listing for the provider's practice location, hours of operation, specialties, special needs experience, gender and languages spoken.

4

From time to time, a provider's information may change. Please contact a provider's office to confirm the most up-to-date information.

*In-network means they accept insurance through Tufts Health Direct.*

Need help searching for a provider? Give us a call at **888-257-1985** (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. We're happy to help.



1

Are they accepting new patients?

2

Do they accept Tufts Health Direct?

3

How do you schedule a first visit or checkup? If you're ready, go ahead and schedule it now!

## Step 4

### Call the PCP's office

Finally, call the PCP's office. Ask these important questions in this order - just to double check what you already learned.

*If they answer "yes" to questions 1 and 2, you should be all set to schedule an appointment as soon as possible.*

## Step 5

### Let us know

You did it! Now sign in to your member portal or call us at **888-257-1985** (TTY: 711) to share your new PCP. We'll update our records with the new name.

