

# Why Should You Choose a Primary Care Provider (PCP)?

## What Does a PCP Do?

A PCP provides most of your routine care and can recommend that you see other doctors or practitioners when you have a specific health issue or illness. A PCP can advocate for your health, keep records of the care you've received, help you get the care you need, and refer you to other providers when necessary.

## Who Is a PCP?

Your PCP can be a doctor, nurse practitioner, or physician's assistant. PCPs typically practice internal medicine and/or family medicine. Some PCPs specialize in pediatrics, osteopathy, or obstetrics/ gynecology.

## Do I Need a PCP?

**HMO 3000 or Your Choice 3 Tier Plans:** You must choose a Primary Care Provider (PCP), and you must choose one from the Tufts Health Plan network. Your Primary Care Provider can be a primary care physician, a nurse practitioner or a physician assistant, but you cannot choose a specialist as your primary doctor. **If you do not designate or choose a PCP, you will only be covered to receive emergency care under your plan.**

**PPO 3000 Plan:** The PPO plan gives you the freedom to visit the health care provider you want - even if they are outside of the Tufts Health Plan network. Although you are not required to choose a PCP, you may find that a good relationship with your PCP is helpful in coordinating your care and staying healthy.

## Do I Need To Get Referrals?

**HMO 3000 or Your Choice 3 Tier Plans:** In order to receive the highest, or "Authorized" level of benefits, you will normally need to get a referral from your Primary Care Provider if you need to see a specialist. Your PCP will refer you to a specialist within the Tufts Health Plan network.

**PPO 3000 Plan:** No referral is required to see a specialist.

## How Can I Find a PCP?

Visit [tuftshealthplan.com](https://tuftshealthplan.com) ▶ Find a Doctor. Choose your plan and click submit. Make sure to select "Primary Care Provider" under Provider Type before you search. You can also call Tufts Health Plan Member Services at 800.462.0224 and we'll be happy to help you find a PCP.

## How Do I Let Tufts Health Plan Know About my PCP?

Letting us know your PCP choice is easy. You can designate your selection in either of the following ways:

- By calling Member Services at 800.462.0224
- Use your secure online account at [mytuftshealthplan.com](https://mytuftshealthplan.com). After you log in, click "Change Primary Care Provider" under "What Would You Like To Do" and follow the instructions.

