

Three things to know about your primary care physician.

1 You must select a primary care physician (PCP) in the UnitedHealthcare Charter® network when you enroll.

Your PCP:

- Must be a general practice, family practice, pediatrician or internal medicine physician.
- Must be an individual physician, not a medical practice.
- Must be accepting new patients (if you are not a current patient).
- Must be located in a town or city near where you (the subscriber) live or work.
- Can be selected for the entire family or each covered member can select their own. If a covered member selects their own PCP, that physician must be located near where **you** (the subscriber) live or work—not where your family member lives or works. This includes students going to school out of state, or children living with another parent. Please check with your physician's office before enrolling to confirm any patient age restrictions.

Remember:

- PCPs provide regular and routine care, such as preventive care, which is covered 100 percent in the network, and treatment for minor injuries and short-term illnesses.
- A PCP will be assigned to you if: you don't select a PCP when you enroll; the PCP you selected isn't in the Charter network; or the PCP you selected isn't in general practice, family practice, pediatrics or internal medicine.
- PCPs coordinate care and provide specialist referrals to help improve health outcomes and help you use your health benefits more efficiently.

2 You must get an electronic referral from your PCP before you see another network physician or specialist.

But there are a few exceptions. You do NOT need a referral to access Virtual Visits or to see the following providers as long as they are in the Charter network:

- Obstetricians/gynecologists (OB/GYNs)
- Behavioral health or substance abuse disorder clinicians
- Convenience care clinics
- Urgent care centers

You should validate that a referral has been entered prior to seeing a network physician or specialist by checking on myuhc.com® or calling the number on your health plan ID card. Remember: Emergencies are covered anywhere in the world, including out-of-network hospitals without a referral.

3 You can change your PCP.

PCP changes can be made once a month and are effective the first of the following month. Change requests can be submitted on or before the 31st of the month. Changes can be made by calling the number on your ID card or by logging on to myuhc.com. New health plan ID cards will be issued whenever members change their primary care physician.



Need help finding your PCP?

See the information on the reverse side for step-by-step directions on how to find your PCP using welcometouhc.com/charter.



Don't have access to a computer?

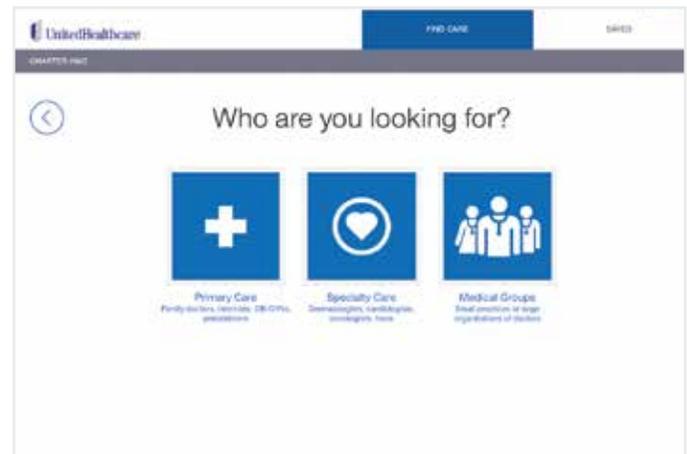
Call **1-877-805-1970** for help choosing a PCP.

Find your PCP at welcometouhc.com/charter.

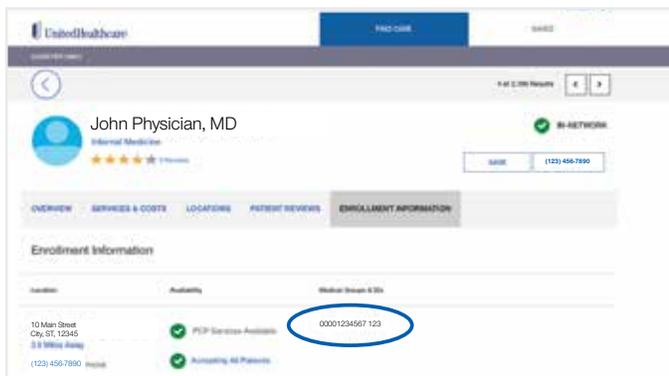
Step 1: On the home page, use the drop-down menu in the lower left to select **Find a network doctor or hospital**.



Step 2: Under **Health plans**, click on **Charter Plan** and select the Charter plan(s) available to you. Under **Physician specialties**, select **Primary Care**.



Step 3: You can narrow your search by ZIP code, name, language or gender. Once you choose the PCP you want, write down all of the physician's information, including the doctor's address and ID number (circled). You'll need to provide this information on the enrollment form.



Ready, set, enroll:

- Complete the enrollment form provided by your employer.
- Go to welcometouhc.com or call Customer Service (**1-877-805-1970**) to select a PCP for you and your covered family members.
- Be sure you include the first and last names for all PCPs selected by you and any covered family members and/or dependents.
- Remember to provide the 14-digit physician identification (ID) number for each PCP listed on the form.

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