

Choosing a primary care provider

What is a PCP?

A primary care provider (“PCP”) is the doctor, nurse practitioner or other qualified medical professional you see for annual checkups and for treatment when you’re sick or injured. You and each of your dependents can choose different PCPs.

What is the role of a PCP?

- Provides preventive and routine medical care
- Refers you to medical specialists, when needed
- Knows your health history and guides you in making healthy lifestyle choices

Because your plan requires you to have a PCP, we will assign one to you automatically if we don’t have one on file for you or if you don’t let us know who your PCP is when you enroll.

Two ways to find a PCP

Find a PCP or see if your current provider is in our network.



Visit

www.harvardpilgrim.org/providerdirectory



Call us:

Already a member:

(888) 333-4742

Not yet a member:

(866) 874-0817

TTY: **711**

How to select your PCP

1. Log in to your member account at www.harvardpilgrim.org and click “Change PCP” to select your PCP.
2. Click “Change PCP” for desired member.
3. Search for your PCP by location or provider name.
4. Click “Select PCP.”
5. Click “Save Changes.”

How do I receive a referral to a specialist?

You must contact your PCP for a referral before visiting a specialist. Your PCP will coordinate specialty care as needed. The PCP’s and specialist’s offices will then communicate about your care. Emergent and urgent care (including Doctor on Demand) do not require a referral.

