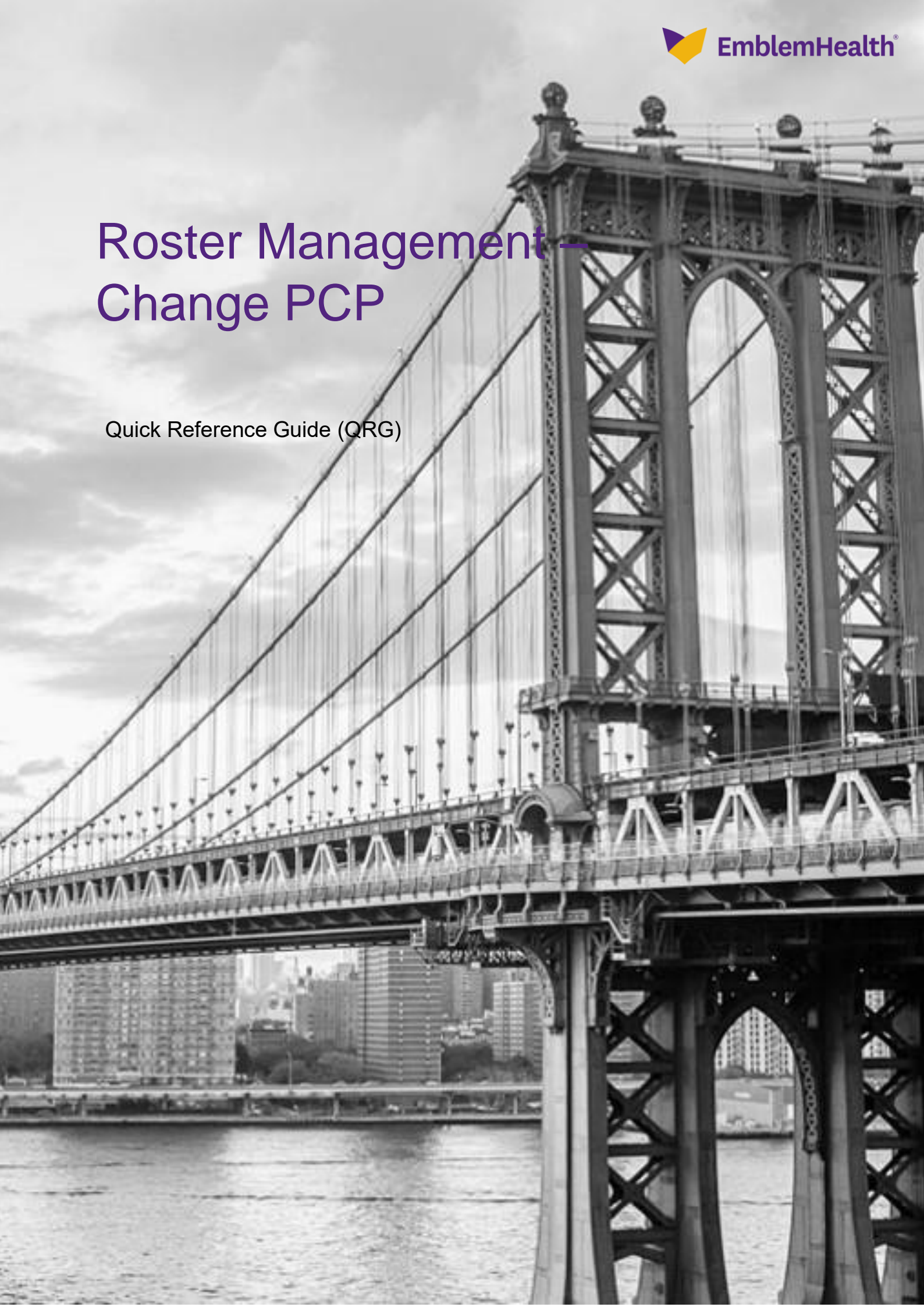


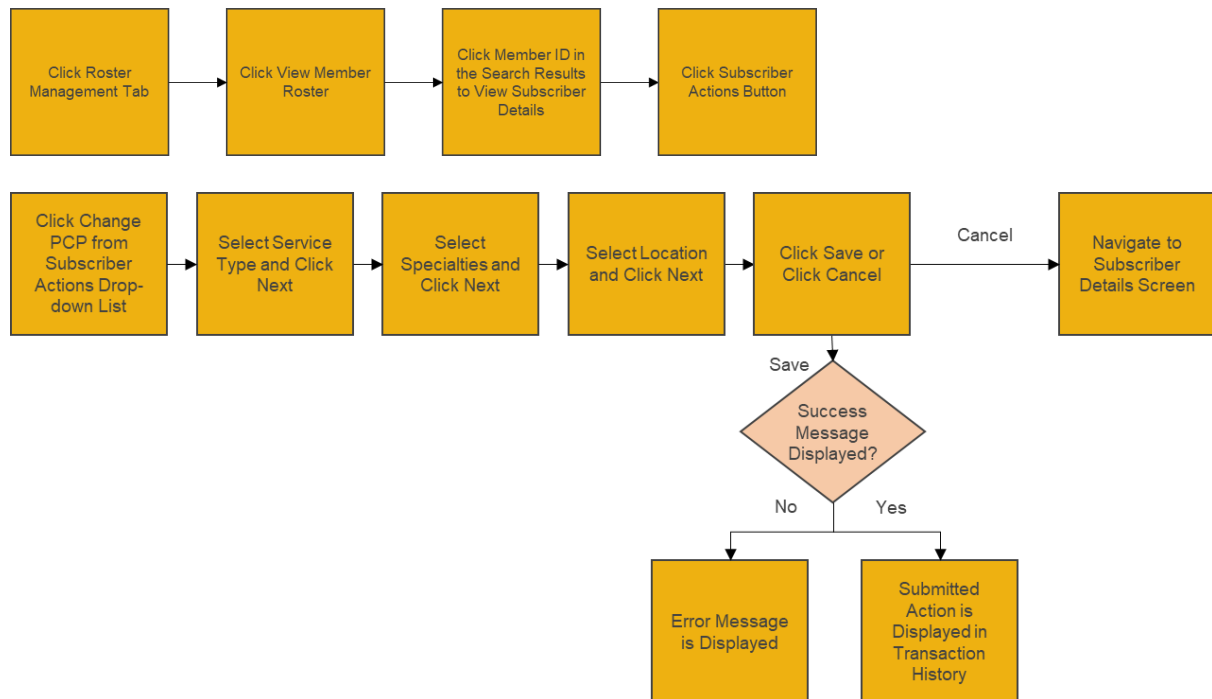
Roster Management – Change PCP

Quick Reference Guide (QRG)



Roster Management – Change PCP

This Quick Reference Guide (QRG) will provide an overview of the process for Changing PCP:



Let's look at the steps in detail for Changing PCP:

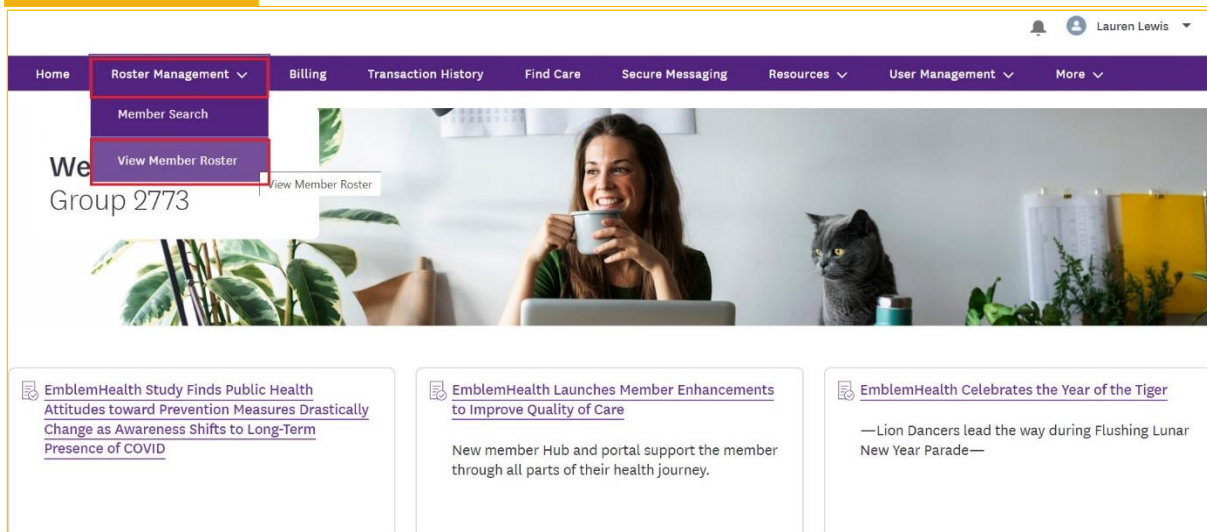
Purpose: Change PCP.

Please note your screen may look different depending on the plans for which you and your dependents (if any) are enrolled.



Step 1:

1. From the EmblemHealth **Home** page, select the **Roster Management** tab.
2. From the drop-down menu, select **View Member Roster**.



Roster Management – Change PCP



Step 2:

1. Select the **Member ID** of the subscriber for whom you would like to change Primary Care Providers.

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Subscriber Future Effective All Exporting search results will show more details for each member.

| Subgroup ID | Class ID | Member ID | Member Name | Date of Birth | SSN | Gender | Relationship to Subscriber | Coverage Start Date | Termination Date | Original Effective Date |
|-------------|----------|-------------|-----------------|---------------|-------------|--------|----------------------------|---------------------|------------------|-------------------------|
| 1001 | 1001 | K8002036801 | ALFONSO ROGER | 03/28/1957 | XXX-XX-0929 | Female | Subscriber | 03/01/2020 | - | 05/01/2002 |
| 1001 | 1001 | K8002036802 | ALFONSO DAVID | 04/04/1996 | XXX-XX-4531 | Male | Son | 03/01/2018 | 10/31/2019 | 05/01/2002 |
| 1001 | 1001 | K8001871001 | CANDACE MISTY | 01/27/1974 | XXX-XX-5065 | Male | Subscriber | 03/01/2020 | - | 01/01/2018 |
| 1001 | 1001 | K8006674501 | EVELYN MARSHALL | 08/21/1978 | XXX-XX-2837 | Female | Subscriber | 03/01/2020 | - | 03/01/2013 |



Step 3:

The Subscriber Details screen displays.

1. From the **Subscriber Actions** drop-down menu, select the **Change PCP** option.

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Subscriber Details

| | | | |
|---|------------------------------|---------------------------------------|---------------------------------|
| Status Active | Termination Date - | Member Name EVELYN MARSHALL | Member ID K8006674501 |
| Address 671 N Dunn Ave, WEST HEMPSTEAD, NY, 11552 | Email - | Mobile Phone Number - | DOB 08/21/1978 |
| Marital Status Single | SSN XXX-XX-2837 | Gender Female | Referral Re Yes |

Subscriber Actions

- Add Dependent
- Change Name
- Change Marital Status
- Change Subscriber Address
- Change Date of Birth
- Change PCP**
- Change Plan
- Terminate Subscriber
- Terminate Coverage
- Change Language / Ethnicity / Race

Member Information

Roster Management – Change PCP



Step 4:

The Service Type screen displays.

1. Fill in the desired fields (i.e., **Network**, **Plan Name** and **Service Type**).
2. Click **Next**.

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Service Type

Select an option below to begin your search for providers and facilities in your network

Network & Plan Name Information

Network: HMO Prime Network Nontiered Product Risk

Plan Name: HIP PRIME HMO

Choose Service Type

ServiceType: Primary Care Provider

Next



Step 5:

The Choose Specialties screen displays.

1. Fill in the desired fields (i.e., **Specialty**, **Provider First Name** and **Provider Last Name**.)
2. Click **Next**.

Home > Member Roster > Subscriber Details > Change PCP

Choose Specialties

Choose Specialties

Complete the details below and click Next to continue. All fields with an asterisk * are required.

Specialty*: All Specialties

Provider First Name

Provider Last Name

*Required information

Next

Cancel

Roster Management – Change PCP



Step 6:

The Location and Distance screen displays.

1. Enter **Zip code** or click **Use my location** to search providers near you.
2. Click **Next**.

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Home > Member Roster > Subscriber Details > Change PCP

Choose Location

Location and Distance

Enter a zip code below, or click 'Use my location' to search for providers near you

Zipcode* 11552 Distance From 5 Miles

Use my Location

*Required information

Next



Step 7:

The Provider Search Results screen displays.

1. View and Compare Providers from the list displayed.
2. Click **Choose as PCP** on the desired provider.
3. Click **Next**.

Home > Member Roster > Subscriber Details > Change PCP

Provider Search Results

View and compare providers, get directions, and more

Refine Search Results

Results Per Page 10 Sort By Distance From ZIP Start Over Compare up to 3 Providers

5 miles of 11552 All Specialties LIST MAP

Fensterzaub, Simon, DO
Family Practice
Provider #100001874437
Accepting new patients
Active
Choose as PCP

Address 354 Hempstead Ave, Ste 101
West Hempstead, NY 11552
0.27 Miles

Phone Number 516-615-8586 View Profile Compare

Primary Care Provider Multiple Offices

Igvide, Paul O, NP
Nurse Practitioner-Adult Health
Provider #100001840894
Accepting new patients
Active
Choose as PCP

Address 354 Hempstead Ave,
West Hempstead, NY 11552
0.27 Miles

Phone Number 516-500-8905 View Profile Compare

Primary Care Provider



Step 8:

The Review Changes screen is displayed.

1. Click **Confirm**.

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Review PCP Details

Review Changes

Review your PCP request and click Submit to make these changes.
If you need to edit this information, use the Previous button to go back.

Effective Date for Change
Effective Date

Primary Care Provider Details

| | | |
|-------------------------|--|--------------------------------|
| Name MARSHALL EVELYN | Current Primary Care Provider Name Anil Patel | New Primary Care Provider Name |
|-------------------------|--|--------------------------------|

Confirm

Thank
You

