

Healthier happens together®

How to change your primary care physician (PCP)

During your **Aetna Better Health® of Oklahoma** enrollment, you were encouraged to choose a PCP. If you didn't choose a PCP, we selected one for you.

Your PCP is important because they are responsible for managing your overall health. A trusted relationship with your PCP allows you to openly express your health concerns. And helps your doctor better coordinate treatment for those concerns — promoting overall well-being and peace of mind.

But it's important to remember you can change your PCP at any time.

There are two ways to change your PCP:

1. Call Member Services at **1-844-365-4385 (TTY:711)**, 24 hours a day, 7 days a week.
2. Log on to your Aetna member web portal and contact us.



Here's how to change your PCP on the member web portal:

- Visit **AetnaBetterHealth.com/Oklahoma/member-portal.html** and click log in.
- Once you've logged in click the My Account tab in the top left corner. Under My Profile on the left side click contact us.
- Choose the category "Change PCP". Tell us the name of your current PCP and the name of the new PCP you'd like to have. Then click send.
- We'll send you a message to this inbox. Or if you'd like us to respond with a phone call include your phone number.

See the next page for an example from the member web portal.

Questions?

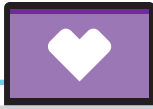


Reach out to your care manager or call Member Services at **1-844-365-4385 (TTY:711)**



Visit us at **AetnaBetterHealth.com/Oklahoma** or scan the QR code





Example of how to change your PCP on the member web portal:

Home | My Account | Tasks

aetna
Aetna Better Health of Oklahoma

Home > My Account > Contact Us

About Contact Us

Use the form on this page to contact us. Choose the Category that matches your topic. Fill out the form and choose "Send." Need us to respond with a phone call? Just include your phone number. Otherwise, we'll send you a message to this inbox. You'll have to log in to get our message.

You can read about the categories:

- General** - Send us questions or comments.
- Request ID Card** - You can get a new ID card in the mail. Tell us why you need a new one. And tell us if you need a new card for each covered member in your family.
- Change PCP** - Tell us if you want to change your primary care physician (PCP). Tell us the name of your current PCP and the name of the new PCP you would like to have.
- Request Member Information Change** - Update your phone number or email on file. Type in your new phone number or email.
- Pharmacy Exception Request Form** - You can appeal a decision we made to deny coverage of your medication. Tell us the Requested Medication, Prescribing Doctor's Name, Prescribing Doctor's Number and Description of the Request.
- Requesting information about a health condition** - You can ask for info about health conditions. Tell us the reason for the request. A nurse will read your message and respond within 24 hours.
- Currently Experiencing a Symptom** - Need urgent or emergency care? Call 911 and/or your doctor. You can get more phone numbers for help. You won't be able to send a message.
- Complaints, Grievances and Appeals** - Use this category if you are unhappy with the decision for coverage or you are unhappy with the care of the service you received.

Contact Us

From:

Category:

Subject:

Message:

Member Name - SMITH,JAMES
Member ID - 234150101
Member Phone Number - 918-423-5555
Member Address - 147 Santa Clara Street ,Edmond ,OK,73034
Plan Name - Aetna Better Health of Oklahoma
Plan Phone Number - 844-365-4385,TTY 711
Email Address - chattopadhyayS@aetna.com
Current PCP - MANN, MARK B
New PCP Desired -

Attachment: No file chosen



Aetna Better Health of Oklahoma