Choosing Your PCP

Anthem Primary Care Physician (PCP) Designation FAQ

Am I required to choose a primary care physician (PCP) under these health plans?

Yes. If you are covered by a State of Indiana medical plan, you are required to select a primary care physician (PCP) in the Anthem network (either Tier 1 HealthSync or Tier 2 In-Network). You must designate a PCP by April 30.

How will I know if my PCP is in-network?

You can find the Tier 1 or Tier 2 designation by clicking on the "Recognition/Tier" link next to their information.

What is the deadline for designating a PCP?

You must select a PCP by April 30.

What happens if I don't select a PCP by April 30?

If you don't select a primary care physician by April 30, then Anthem will pair you with one in your area. However, you can change your primary care physician at any time.

How do I designate a PCP?

Go to **anthem.com** and log into your account. You can also log into your account via Anthem's Sydney app.

☑ **Go to the Care Team section**

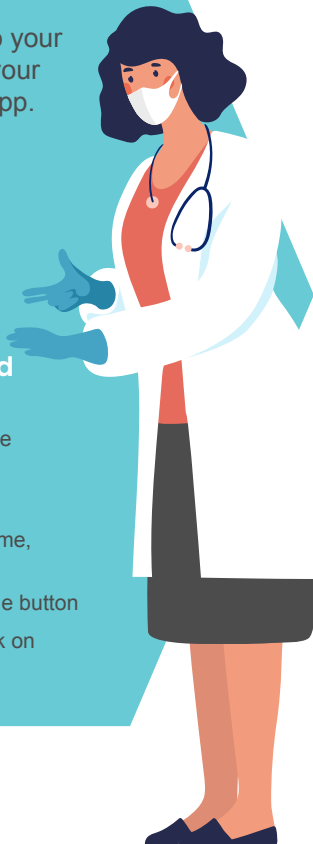**Website:** Click on the Care tab and select "Care Team"

Sydney app: Go to the menu and scroll down to select "Care Team"

☑ **Review providers listed and designate PCP**

If your PCP is listed: Click on the name and select "Assign as PCP"

If your PCP is NOT listed:

- Use the search bar to search by name, specialty or zip code
- Click on the "Add to Care Team" blue button
- Once added to your care team, click on "Assign as PCP"

How often can I change my PCP?

You can change your primary care physician as often as you wish. Simply go to anthem.com or the Sydney app to update your care team.

Can I select a nurse practitioner as my PCP?

No, you may not select a nurse practitioner in place of a primary care physician. Instead, in these cases, we recommend selecting a PCP in the same provider office. You can still see the nurse practitioner for care.

Why am I required to designate a PCP?

Anthem requires that you designate a PCP because those who have a relationship with a PCP are:

- More likely to seek preventive care—identifying problems before they grow into something more difficult and costly to treat
- Less likely to have preventable emergency room visits and hospital admissions
- More likely to save on out-of-pocket costs for both primary and specialist care

May I see providers other than my PCP?

Yes, while you need to select a PCP, you can see any provider. If you see a provider not in the Anthem network, you will be responsible for more of the cost.

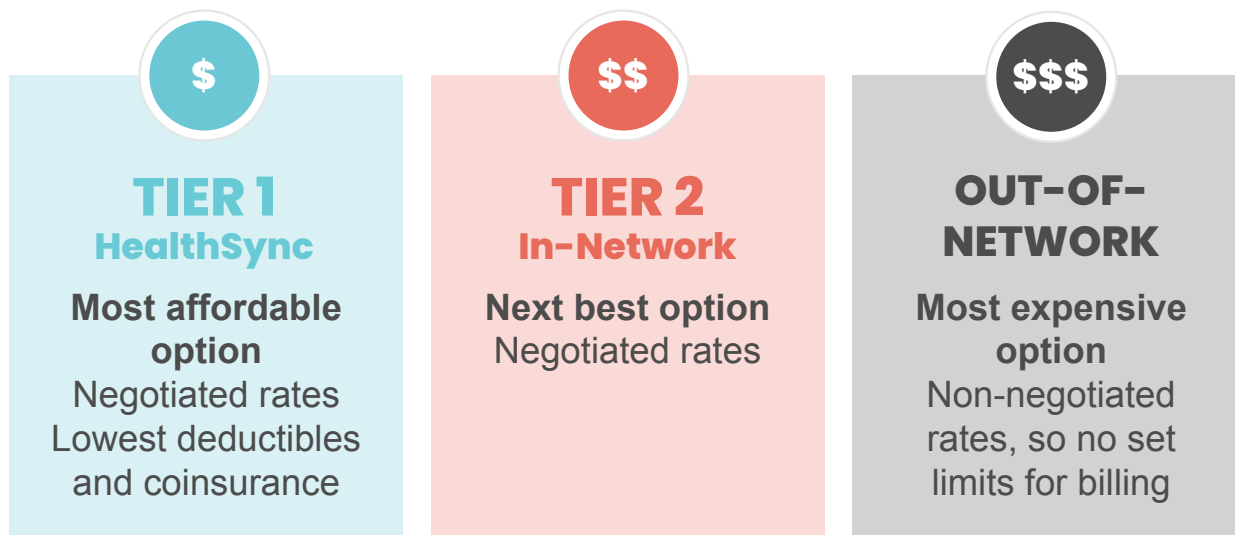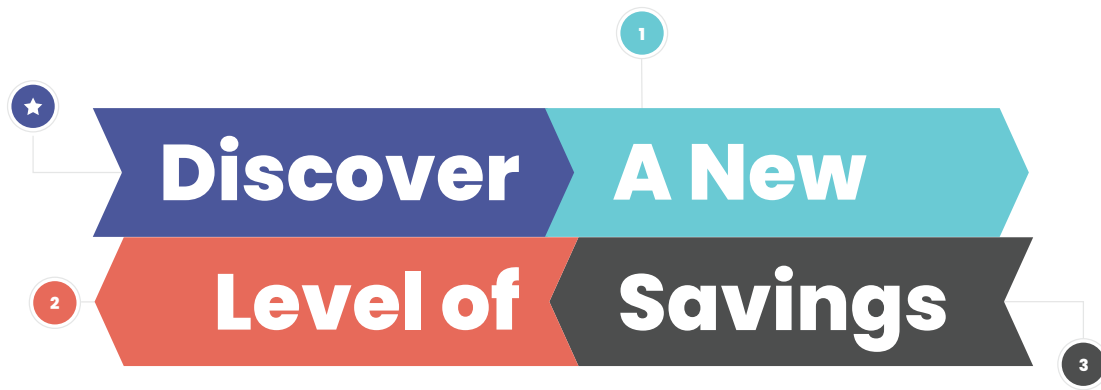### Do I need a referral from my PCP to see a specialist?

No, the Anthem plans are open access, which means that a referral, while encouraged, is not required.

How much will I save when I choose to get care from a Tier 1 HealthSync instead of a Tier 2 In-Network doctor/hospital?

You will have the lowest out-of-pocket cost if you use doctors and hospitals in Tier 1 HealthSync. The savings can be up to thousands of dollars depending on the service.

What if my doctor is affiliated with more than one hospital, each in a separate tier under the plan?

Doctors may be able to provide care at more than one hospital. It's important to know which hospitals your doctor works with because your out-of-pocket costs will be based on the hospital that provides your care. For example, if you get inpatient care in a Tier 2 In-Network hospital, you'll pay more—even if your doctor is in Tier 1 HealthSync.

Invest In Your Health

Discover A New Level of Savings

TIER 1
HealthSync

Most affordable option
Negotiated rates
Lowest deductibles and coinsurance

TIER 2
In-Network

Next best option
Negotiated rates

OUT–OF–NETWORK

Most expensive option
Non-negotiated rates, so no set limits for billing
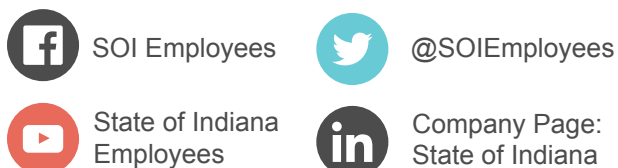
Have Questions?

Anthem Customer Service
877-814-9709

Benefits Hotline
Indianapolis: 317-232-1167
Outside Indianapolis: 877-248-0007

Monday - Friday
7:30 a.m. - 5 p.m. (EST)

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SPDBenefits@spd.IN.gov

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www.InvestInYourHealthIndiana.com