Anthem



Having a primary care doctor makes a difference

Stay healthy and help lower your healthcare costs over time with a PCP

The right doctor can have a positive impact on your health and well-being. Choosing one in your plan can save you money as well. The following information can help you find a doctor who is a good fit for you and your family.

Why you should have a primary care doctor

A primary care provider (PCP) serves as your main doctor and is your first stop when you need care.

When you see the same doctor over time, they can:

See the full picture of your health	Save you time and money	Coordinate your care or treatments	Help you avoid costly ER visits	Assist you after hours
They know your health history and can connect the dots quickly if you have a health issue.	A PCP helps you stay healthy with preventive care and can help manage chronic conditions and medications.	They help ensure tests aren't needlessly repeated, your medicines work well together, and your other doctors agree on your health needs.	Call your PCP first when you have an illness, minor injury, or flare-up of a chronic condition. They can advise you where to go for care.	Many PCPs now have evening and weekend hours. Some may also offer telehealth virtual visits.

The main types of primary care doctors include:

- **Family practitioners and general practice doctors** treat people of all ages. This type of doctor might be a good choice if you want to keep your family's care "under one roof."
- **Internal medicine doctors,** also called internists, treat adults and may have special knowledge about certain health problems. If you have a long-term health condition, an internist who specializes in your issue may be a good fit.
- **Pediatricians** specialize in caring for children, from birth to early adulthood.

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What to consider when choosing your doctor

Every doctor is different. Take time to find a doctor who makes you feel comfortable, listens to your needs, and explains things clearly. It's also important to find out if the doctor:

- Is part of your health plan's network. You'll pay less out of pocket for your visits, preventive care screenings, vaccines, and annual physicals. If your doctor is not in your plan's network, you may not be covered at all.
- Has the training and background to treat your health problems.
- Has an office in a convenient location, close to your home or work.
- Holds office hours that work with your schedule.
- Offers telehealth options, such as text, email, phone, or video visits.

You can visit different doctors in your plan's network to find the one who is right for you. If you're not happy with your first choice, it's okay. You may be able to change your primary care doctor depending on your plan.



Three ways to find a doctor in your plan:

1. **Download the Sydney Health℠ mobile app, log in, and select Find Care.**
2. **Call Member Services at the number on your ID card.**
3. **Scan the QR Code below or log in at anthem.com and choose Find Care.**

Use your phone's camera to scan this QR code.



Your plan covers telehealth visits

Virtual care, also known as telehealth, is a simpler way to talk to a doctor and can be a good option for some urgent issues. Ask your doctor if they offer telehealth visits. You can also access telehealth 24/7 through the Sydney Health℠ mobile app.

If you believe you are having a life-threatening emergency or your health is in serious jeopardy, call 911 immediately.

Sources:
WebMD website: *How to Choose a Doctor* (accessed July 2021): webmd.com
Centers for Disease Control and Prevention website: *Regular Check-Ups are Important* (accessed July 2021): cdc.gov/family/checkup.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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