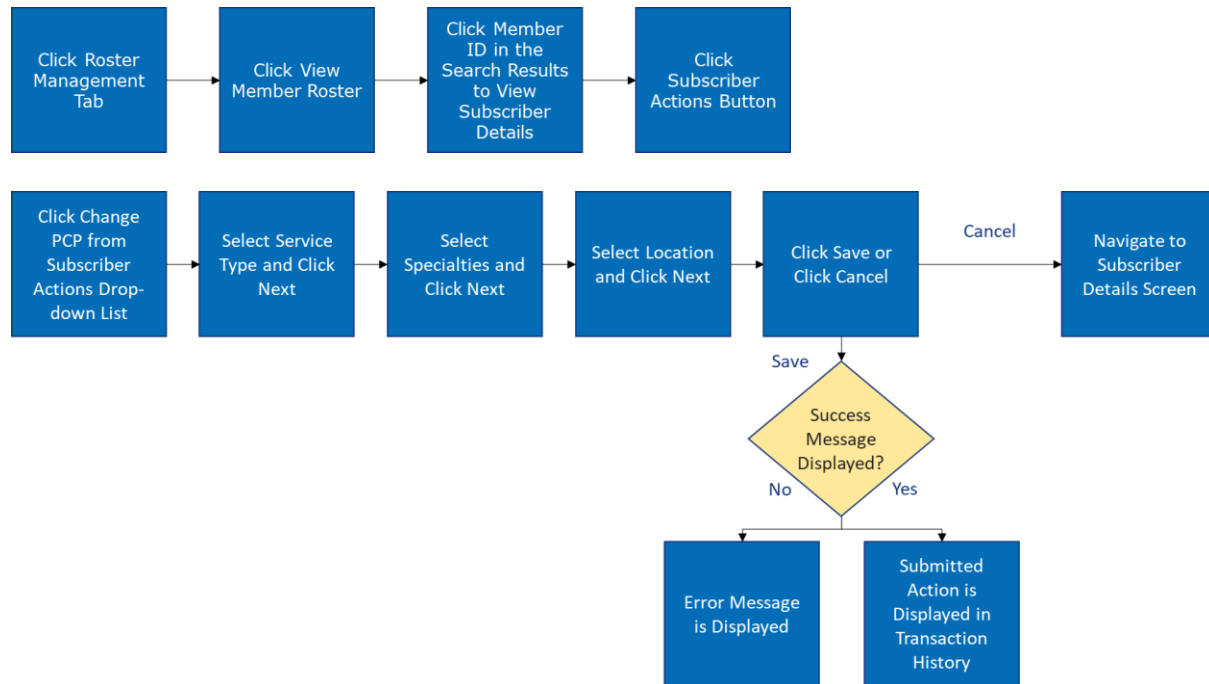


Roster Management – Change PCP

Quick Reference Guide (QRG)



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:

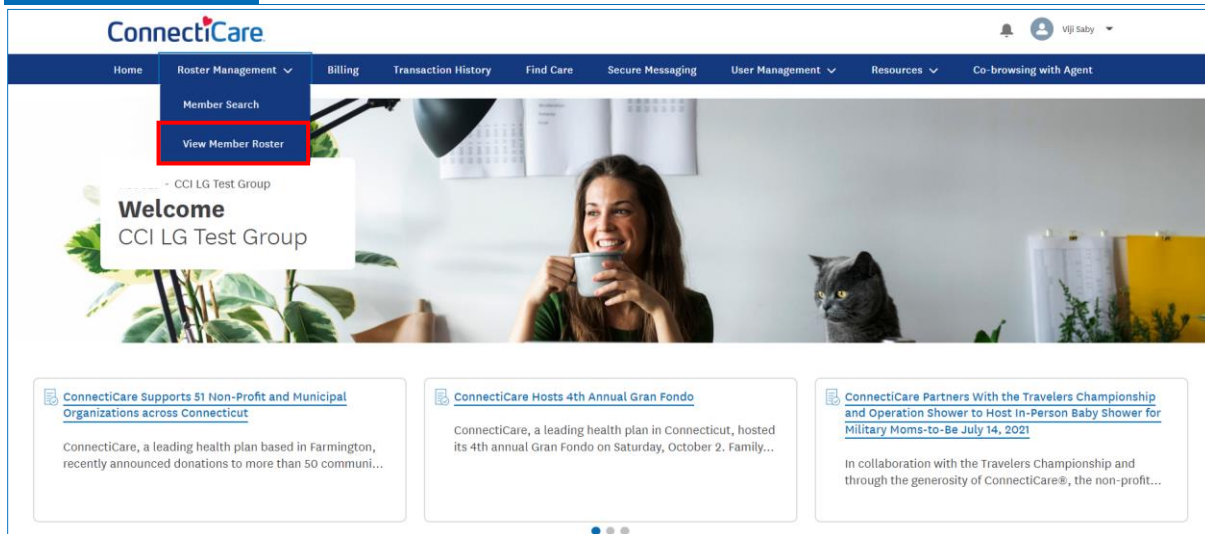
Purpose: Change PCP.

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





Step 2:

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

- GROUP 2773

Member Roster

Search By Member Status

☒ None ☐ Subgroup ID ☐ Subgroup Name Active

☒ Subscriber Only ☐ Future Effective

[Search](#) [Reset Search](#)

Exporting search results will show more details for each member. [Export Member Roster](#)

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020	-	01/01/2019	Active



Step 3:

Subscriber Details screen displays.

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

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

Status
Active

Address
722 Janette St, Bronx, NY, 10475

Marital Status
Married

Termination Date
-

Email
testEmail@emblemhealth.com

SSN
XXX-XX-6481

Member Name
KELLY BARRY

Mobile Phone Number
-

Gender
Female

Member ID
K8011129501

DOB
08/20/1974

Referral Required
No

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



Step 4:

The Service Type screen displays.

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

The screenshot shows the 'Service Type' screen in the ConnectiCare application. At the top, there is a navigation bar with the ConnectiCare logo and a user profile icon labeled 'Vijakk 1150017'. Below the navigation bar is a breadcrumb trail: Home > Roster Management > Billing > Transaction History > Find Care > Secure Messaging > User Management > Resources. The main content area has a progress indicator with five steps, where the first step, 'Service Type', is highlighted. The title 'Service Type' is centered, followed by the instruction: 'Select an option below to begin your search for providers and facilities in your network'. Under the heading 'Network & Plan Name Information', there are two input fields: 'Network' and 'Plan Name'. The 'Plan Name' field contains the text 'FLEXPOS \$30/\$50 \$3,500 20% CNT 06'. Below this, under the heading 'Choose Service Type', there is a 'ServiceType' dropdown menu with 'Primary Care Provider' selected. At the bottom center, there is a blue 'Next' button.



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**.

The screenshot shows the 'Choose Specialties' screen in the ConnectiCare application. At the top, there is a navigation bar with the ConnectiCare logo and a user profile icon labeled 'Vijakk 1150017'. Below the navigation bar is a breadcrumb trail: Home > Member Roster > Subscriber Details > Change PCP. The main content area has a progress indicator with five steps, where the second step, 'Choose Specialties', is highlighted. The title 'Choose Specialties' is centered, followed by the instruction: 'Complete the details below and click Next to continue. All fields with an asterisk * are required.' Below this, there are three input fields: 'Specialty*' (a dropdown menu with 'All Specialties' selected), 'Provider First Name', and 'Provider Last Name'. Below these fields, there is a red asterisk icon and the text '*Required Information'. At the bottom center, there is a blue 'Next' button. At the bottom right, there is a blue 'Cancel' link.



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**.



Step 7:

The Provider Search Results screen displays.

1. View and Compare Providers from the list displayed.
2. Click **Next**.

start over.' There are two buttons: '50 miles of 06010' and 'All Specialties'. At the bottom, there is a large blue 'Next' button."/>



Step 8:

The Review Changes screen is displayed.
1. Click **Confirm**.

ConnectiCare

Vijakk 1150017

Home

Roster Management

Billing

Transaction History

Find Care

Secure Messaging

User Management

Resources

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

Schwa Acey

Current Primary Care Provider Name

New Primary Care Provider Name

Confirm

Thank You