

# Learn how to use your new health insurance!

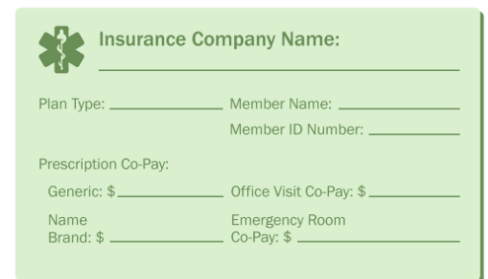
## Follow these 5 steps to help you make the most of your coverage:

1

### Keep your insurance card with you

Your insurance card has your I.D. number and other important information. You will need it when you go to:

- the doctor's office
- a lab for a medical test
- a hospital
- a drug store or pharmacy to get your prescription filled



Insurance Company Name: \_\_\_\_\_

Plan Type: \_\_\_\_\_ Member Name: \_\_\_\_\_

Member ID Number: \_\_\_\_\_

Prescription Co-Pay:

Generic: \$ \_\_\_\_\_ Office Visit Co-Pay: \$ \_\_\_\_\_

Name \_\_\_\_\_ Emergency Room

Brand: \$ \_\_\_\_\_ Co-Pay: \$ \_\_\_\_\_

If you did not receive your insurance card yet and you need to go to the doctor, call your health plan first.

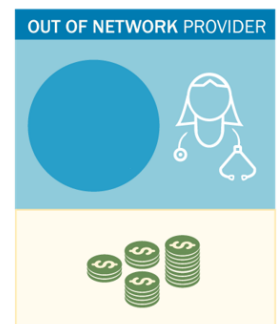
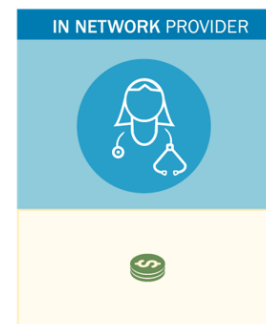
2

### Choose a Primary Care Provider who takes your insurance

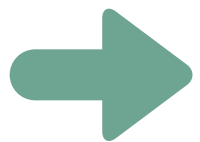
A Primary Care Provider or PCP is a doctor, physician assistant or nurse practitioner you can go to for check-ups and if you are sick.

It's important to find a Primary Care Provider you will feel comfortable with. For example, do you want a doctor who speaks your language? Ask people you trust for recommendations.

Make sure your Primary Care Provider is "in network" with your health plan.



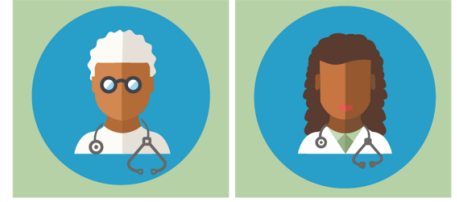
If you go to a doctor who is "out of network", you may have to pay more - or all - of the doctor's bill yourself.



# 3

## Make an appointment to see your new Primary Care Provider right away

It's best to get to know your new doctor before you get sick. Call to make an appointment for a check-up. Ask if they take your insurance. Feel free to ask about their experience with patients with disabilities, LGBTQ people and people of different ethnic or racial groups. If you have any problems, call your health plan.



# 4

## Prepare for your first visit with your new Primary Care Provider

Write down any questions you may have ahead of time. Get ready to answer questions about your health and your family health history. Find out if anyone in your family has had diabetes, asthma, heart disease, stroke or cancer. It's okay to bring a friend or family member with you for support. Many doctors are now seeing patients by video. Feel free to ask if that is an option, and if your insurance will cover it.

### Doctor visit checklist

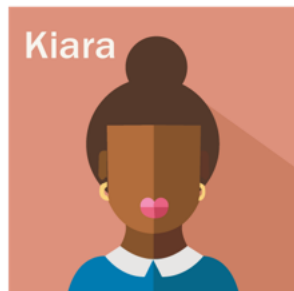
#### Bring these with you:

- Insurance card.
- A list of health goals and concerns to discuss with your primary care provider.
- A place for taking notes during the visit.
- Your family medical history.
- Packages or bottles of medication you are taking.
- Your calendar, in case you need to schedule other doctor appointments or tests.
- Optional: your health supporter, a person you trust to go with you to the doctor.

# 5

## Visit your Primary Care Provider and take follow up action

I have a question...



During your visit, don't be afraid to ask all the questions you have about your health. You have the right to feel comfortable and be treated with respect, no matter who you are. If you do not like this primary care provider, you can choose a different one. Call your health plan.

