

# Using Handouts to Assist Patients

### What I need to know about my Primary Care Provider

- A primary care provider is also called a PCP and could be a doctor, nurse practitioner or physician assistant.
- Your PCP is the main provider you see most of the time for care.
- Medical home is another way to talk about a PCP because it is where you go all the time for care.
- Your PCP is listed on the front of your health insurance card. Make sure the PCP listed is who you see regularly for appointments and checkups.
- Go to your PCP for your regular checkups or wellness visits. You can also go to your PCP when you are sick to get medicine. Your PCP can also help monitor ongoing medical conditions.
- There are no limits to how many times you can visit your PCP.

### Primary Care Provider Handout

- helps patients understand definition of PCP
- highlight importance of establishing PCP

### Sample Member MCO Cards

Find your Managed Care Organization (MCO) card below. The blue arrow points to your MCO Member ID number. Your Medicaid number is highlighted in yellow. The phone number for MCO member services is circled.

If you have any questions or are seeking more information, please contact:

### Member Sample Card Handout

Can be used when patients show up without MCO cards

**Front side** has sample member cards

**Backside** includes contacts for who to call for help

### Your Health Care is Changing

**STEP 1**  
Do you have a new Managed Care Organization (MCO) Card? (see sample cards on front)  
If you don't know: Call 1-800-338-8366  
If YES, go to Step 2  
Call Member Services to find out your MCO. (Call the number shown on the back of the sample card on front)

**STEP 2**  
Are your regular health care providers in your MCO's network?  
If YES, go to Step 3  
If NO, call Member Services to determine if you want to choose another MCO. Call 1-800-338-8366  
Call your provider's office and ask if they are part of your MCO network.  
Call Member Services to determine if you want to choose another MCO. Call 1-800-338-8366

**STEP 3**  
Is the Primary Care Provider (PCP) on the front of your card your regular doctor?  
If YES, call your regular doctor's office to ask the name of your doctor.  
If NO, call Member Services to determine if you want to choose another MCO. Call 1-800-338-8366  
Call your MCO at the number on the back of your card to switch your PCP to your regular doctor.

If you have questions about the services covered through your MCO, call the number on the back of the card.  
If you feel you are not being listened to or have concerns about bills that were not paid by your MCO, call an advocate for help at: 800-338-8366  
www.medicareandmedicaid.com

### Sample Member MCO Cards

The blue arrow points to the patient MCO Member ID Number. The patient Medicaid number is highlighted in blue. The top of Medicaid plan is circled in orange. The back side of the card has the Provider Contact number highlighted in yellow.

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### Provider Sample Card Handout

Indicates where to find needed information on MCO Member Cards