

Connecting to an Adult Specialist with Managed-Care Medi-Cal, HMO, or Covered California Health Plan



What is a Primary Care Doctor (PCP)?

If you have Medi-Cal, Health Maintenance Organization (HMO) or Covered California, you must have a primary care provider (PCP). Primary care doctors provide general medical care like:

- Treatment for the flu or cold
- Check-up/physical exam each year
- Vaccines

How do I find a Primary Care Doctor (PCP)?

If you're unsure who your primary care doctor is, call your health care plan's Member Services line. Find this phone number on the back of your health care plan card.

If your doctor is a pediatrician, they may see patients only up until age 18 or 21, depending on their age limit. You will need to switch to an adult doctor after you reach their age limit.

To find an adult PCP, you can:

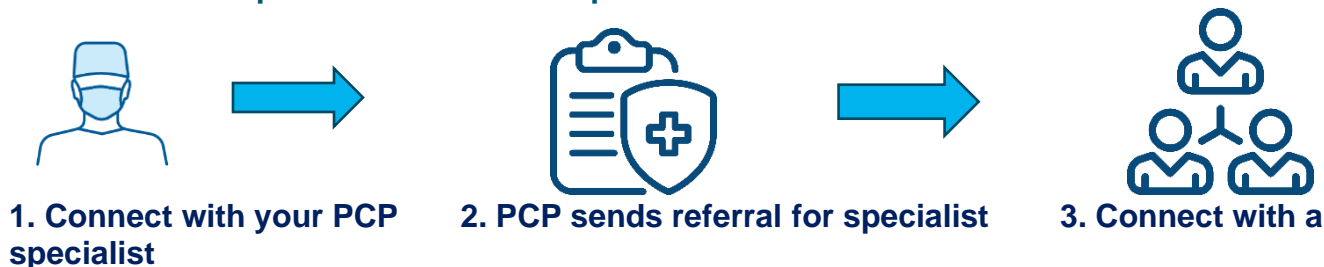
- Contact your health care plan's Member Services line for a list of doctors in your area.
- Ask for recommendations from a family member or friend.
- Go on to your health care plan website and look at the "Provider Directory" for doctors in your area.

Once you have found a doctor, contact your health care plan Member Services line. They will help you change your primary care doctor.

What is a specialist?

A specialist doctor is a doctor who treats specific conditions for a specific body part. For example, an Ophthalmologist treats the eyes, and a Cardiologist treats the heart. When you need to see a specialist, a PCP can put in a referral to your health care plan.

What are the steps to connect with a specialist?



How do I speak with my PCP?

- **Schedule an Appointment:** Set up an appointment with your PCP. This can be a regular physical appointment.

- **Talk about Referrals:** During your appointment, talk to your PCP about referral(s). Talk with your PCP about your needs and what potential specialist(s) you may need to see. You can give your medical records here or let your doctor know that they should have got them.
- **Note:** You may be able to ask your current specialist for a recommendation for an adult specialist. You will still need to ask your PCP for a referral for that doctor. It will depend on your health care plan if you are able to see that doctor. See the section below on how to ask for your medical records.

How do I transfer my medical records?

A helpful tip is to give your PCP medical records from your past specialists. This helps your doctor when asking your health plan for a referral.

- Ask for medical records by using this link: <https://www.chla.org/request-medical-records-him>
- You can also try asking your past specialist to help send your records.