

# PCP Change Process Guide

Which Insurance Needs PCP Election?

- ✓ Needs PCP Election via PCP Change Portal Link
- ☎ Needs PCP Election via 3-way Call
- ✗ No PCP Election Needed



1199 Insurance Benefits Fund ✗

AARP Medicare (Primary) ✓

Aetna Commercial ☎ 855-423-9420

except if:

- ✗ Open Access Aetna Select
- Open Access Managed Choice (MC)
- Aetna Choice POS II
- Open Access Elect Choice (OAEPO)
- Preferred Provider Organization (PPO)

Aetna Medicare ☎ 855-423-9420 (ID starts with "1")

Amida Care ☎ 800-556-0689

BCBS Empire ✗

Centerlight ☎ 877-226-8500

Centers Plan for Healthy Living ☎ 844-292-4211

Centivo ✓

Cigna ✗

Cigna Medicare HMO ☎ 866-494-2311

Elderplan ✓

Emblem Health - GHI ✗

Emblem Health - HIP ☎ 800-447-8255

Empire BCBS Healthplus ✓

Fidelis ✓ All Fidelis patients must be seen via PCP visit only.  
PCP election is required.

First Health (Aetna) ✗

Hamaspik ☎ 888-426-2774

Healthcare Partners ☎ 800-877-7587

Healthfirst Medicare ✓

Healthfirst Medicaid ✓

Healthfirst Other LOB ✓

Humana ✓

Magnacare ✗

Medicaid ✗

Medicare Medicare Voluntary Alignment Form

Metroplus Only Covers UC Visits

Molina Affinity Only Covers UC Visits

Multiplan / PHCS ✗

Oscar Health ☎ 855-672-2755

Oxford Health Plan ✓ except if:

- ✗ Liberty Network
- Freedom Network

Somos - Anthem ☎ 844-990-0255

Somos - Emblem ☎ 844-990-0255

Tricare Humana Military ☎ 800-444-5445

United Healthcare Medicare ✓

- ✗ Choice Plus
- POS Choice Plus
- Choice EPO
- Preferred Provider Organization (PPO)

United Healthcare Medicaid NY ✓ except if:

- ✗ Choice Plus
- POS Choice Plus
- Choice EPO
- Preferred Provider Organization (PPO)

United Healthcare Other LOB ✓ except if:

- ✗ Choice Plus
- POS Choice Plus
- Choice EPO
- Preferred Provider Organization (PPO)

Village Care ☎ 800-469-6292

VNS ☎ 866-783-0222

WEBTPA ✗

Wellcare ✓

## Other Important Guide:

- Always check the **Facility / Providers Guide** to see the in-network providers per insurance, per site
- If a patient does not want to change PCP, move them under Urgent Care
- Upload the **Medicare Voluntary Alignment Form** to [nao.md/medicare](http://nao.md/medicare)
- When calling insurance, provide our Facility Name: Hicksville Family Medical Care PLLC, **group NPI: 1770813792, Tax ID: 271058844**, and the NPI of the provider