

PRIMARY CARE PROVIDER FAQ

The following frequently asked questions will help employees understand the requirement to designate a Primary Care Provider (PCP) for those enrolled in KingCare Select medical plans (Eastside Health Network, MultiCare Connected Care, and UW Medicine). This change takes effect on Jan. 1, 2022.

Q. What is a Primary Care Provider (PCP)?

Primary Care Providers (PCPs) are trained in many different medical specialties and are dedicated to monitoring your health needs by helping you stay current on preventive screenings and vaccinations, diagnosing and treating illness, helping you manage a chronic condition, and providing referrals to specialists when needed. A PCP is the provider you see most often. He or she knows you and helps you navigate the health care system to work for you.

Q. What types of providers can be my PCP?

A PCP can be a medical doctor (M.D.) or doctor of osteopathic medicine (D.O.) who specializes in:

- General Practice
- Family Practice
- Internal Medicine
- Pediatrics
- Geriatrics
- Obstetrics and Gynecology (OB/GYN)
- Preventive Medicine
- Adult Medicine

A PCP can also be a women's health care practitioner, or any physician assistant (P.A.), nurse practitioner (N.P.) or advanced registered nurse practitioner (A.R.N.P.), if their specialty is one of the above and they are working under the license of an M.D. or D.O.

Q. Why is having a PCP important?

A PCP can make a big difference in your and your family's health through continuity of care. That means you and your PCP establish a partnership over time to achieve the best possible health outcomes.

PCPs focus on preventive medicine, patient education, and chronic disease management. They coordinate with specialty providers to effectively manage your medical situation. They provide a global view of your health and ensure there are no gaps in your care. Research shows that people who receive regular care from their PCP are generally healthier and have fewer preventable diseases. They also report receiving more high-value care and better health care access and experience.

Getting regular checkups and preventive screenings can help identify diseases such as diabetes, heart disease, and some types of cancer, which may not have noticeable symptoms until serious medical consequences arise. Catching these diseases in the early stages can reduce hospital admissions and emergency room visits and results in better health outcomes.

Q. When does this change take effect?

This change takes effect on Jan. 1, 2022, for all members on KingCare Select plans.

Q. What if I don't select a PCP before the end of the year?

If you don't select a PCP, one will be assigned to you in early 2022 by Regence based on the primary care provider you have seen in the past 24 months or your home address if you have not seen a PCP. Each covered family member must select a PCP. Parents can select PCPs for their children.

Q. How do I select a PCP?

1. Visit the Regence [Pick a Primary Provider](#) web page.
2. Click the "Find a Doctor" link to search for a Primary Care Provider if you don't already one or need address information for your PCP.
3. Fill out the form on the page and click submit.

Q. What if I need help finding a PCP?

The following resources can help you pick a PCP:

- Use the Regence provider finder tool: [Pick A Primary Care Provider](#).
 - Call Regence customer support: 800-376-7926 (translation services are available)
 - Call your KingCare Select network directly:
 - Eastside Health: 855-385-0950
 - MultiCare Connected Care: 833-691-0880
 - UW Medicine: 855-520-8558

Q. Can I designate a PCP in PeopleSoft during Open Enrollment?

No, you can't select a PCP in PeopleSoft. Please see "How do I select a PCP" above.

Q. What happens if I later change PCPs?

You can select a new PCP at any time. When a covered family member notifies Regence of a PCP change, a new ID card is issued by Regence within 7-10 business days. You can begin to see the new PCP right away and do not have to wait for the new ID card to arrive.

Q. Will each family member receive an ID card showing their own designated PCP?

Yes, covered family members, including children, will each receive their own ID card listing their designated PCP. Parents can choose PCPs for their children. Covered children age 18 or younger will be assigned a pediatrician provider.

Q. Are referrals required before seeing a specialist?

No, you may see a specialist without a PCP referral.