YOUR DOCTOR. YOUR CHOICE. YOUR HEALTH.

We know you have choices when it comes to your health care coverage, and it’s an important decision for you and your family. But your health plan is about more than just selecting your benefit coverage; it is about having confidence that you and your family will have access to a network of providers for the care you need when and where you need it. This is why UnitedHealthcare offers an extensive national network of physicians and hospitals, many in your own community.

FINDING THE RIGHT DOCTOR

Everyone has different health care needs depending on their current health status and health priorities. At UnitedHealthcare, we understand that the relationship you have with your doctor is an important part of your health care experience. And finding a doctor whom you trust is key to helping you stay healthy. Your doctor is part of your health care team, along with nurses, pharmacists and other health care providers who work with you to help you manage your overall health. And for most people, the first step in finding the right doctor is identifying a primary care physician (PCP), selected from your UnitedHealthcare health plan network.
WHY A PCP IS IMPORTANT

One of the decisions you make in managing your health is choosing your personal physician. Your PCP will get to know you and your current health status and coordinate your health care services. If your health changes, your PCP will be familiar with you and your medical history. Your doctor can advise you about ways to decrease your risk for health conditions and recommend appropriate health screenings or services to help you make informed decisions that suit your lifestyle and daily habits.

Your selected PCP tracks your health issues and medical records, and helps guide you to specialist care when you need it. Your PCP is also trained in preventive medicine to help maintain your good health and catch minor disorders before they develop into serious problems. If you need to see other medical specialists or health care providers, your PCP is there to help coordinate treatments to avoid duplicating tests or services, assuring you receive the right care, at the right time, in the right health care setting.

And if for any reason you don’t have a primary care physician, or you’re not comfortable with the doctor you have, with UnitedHealthcare you can choose a new one from our network.

STEPS TO CONSIDER WHEN CHOOSING YOUR PCP

Decide what kind of doctor will best meet your needs.

- Family and general practitioners care for a wide range of health concerns and may be able to treat family members of any age.
- Internists treat adults of all ages.
- Pediatricians provide care to children and adolescents.
- Geriatricians specialize in the care of older adults.

Once you’ve decided on a type of doctor, ask yourself what additional information is important to your care.

- Does the doctor practice at the hospital of your choice?
- Does your doctor suture lacerations and obtain X-rays in his/her office, or are these services referred to an urgent care or emergency room (ER)?
- Does the doctor refer only true emergencies to the ER, or does the doctor send all patients to the ER when they require service after hours?
- Does your doctor have a fall “flu shot” clinic to immunize patients?
- If you call with a question, how soon does your doctor return your call?
- If you need a form filled out, does the doctor require another office visit?
- Do you need a doctor with extended, evening or special office hours?
- Do you need someone who speaks your language?
- Do you prefer a male or female doctor?
TEAM UP WITH YOUR DOCTOR FOR YOUR HEALTH CARE

Following these tips will help you play a more active role in your health and will help you get the care that is right for you.

- **Get regular preventive care** - Having routine age appropriate health screenings for cholesterol and blood pressure or any other conditions that you may be at risk of developing can help you catch problems early – before they become serious. Remember to always refer to your plan documents for your specific coverage.

- **Question the need for tests** - If your doctor recommends a test, ask what value the test will provide. If the test cannot confirm your diagnosis or change your doctor’s treatment plan, ask your doctor what benefit it will provide for you.

- **Be honest with your doctor** - If your doctor makes a recommendation that you do not think you can follow, be honest about your concerns and ask if there are other options. If you do not understand something your doctor says, ask to have it explained again in a different way.

- **Work with your doctor to manage your chronic condition** - If you have a condition such as diabetes or high blood pressure, your doctor may make suggestions about how diet, exercise and other lifestyle changes may help you manage your condition. Following this advice, as well as taking recommended medications, may make a big difference in your health.

OTHER TIPS

- **Do your homework.** Before your visit, create a list of questions and concerns you may have, and a summary of any symptoms you’re experiencing. Call ahead before your appointment if you’re having tests done or blood drawn to ensure you understand the instructions.

- **Keep good records.** Jot down information from all of your trips to the doctor’s office or hospital in a notebook. Record all of your questions and answers. Bring a family member or friend to your appointment to help take notes, if needed.

- **Be honest and give the doctor complete information.** Your doctor needs you to share complete and accurate information. Without it, you can’t get the care you need. Tell your doctor if you’re seeing another doctor as well.

- **Don’t be afraid to ask questions during your visit.** If something doesn’t make sense, ask questions and request clear answers you can understand.

- **Ensure you and your doctor are on the same page.** Always repeat the treatment plan back to the doctor. Make sure you understand the diagnosis, treatment and next steps.

- **Have your doctor give you follow up instructions in writing,** including the names of tests he or she is ordering, the name of medications he or she is prescribing and the date and time of your next appointment.
Sources: Talking with Your Doctor, National Institutes on Aging, National Institutes of Health, American Medical Association.

The information provided herein is for informational purposes only as part of your health plan. It is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Always refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on the back of the ID card. Your personal health information is kept private in accordance with your health plan’s privacy policy.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.