## Healthier happens together®

### How to change your primary care physician (PCP)

During your **Aetna Better Health® of Oklahoma** enrollment, you were encouraged to choose a PCP. If you didn't choose a PCP, we selected one for you.

Your PCP is important because they are responsible for managing your overall health. A trusted relationship with your PCP allows you to openly express your health concerns. And helps your doctor better coordinate treatment for those concerns — promoting overall well-being and peace of mind.

### But it's important to remember you can change your PCP at any time.

There are two ways to change your PCP:

- Call Member Services at 1-844-365-4385 (TTY:711), 24 hours a day, 7 days a week.
- 2. Log on to your Aetna member web portal and contact us.



# Here's how to change your PCP on the member web portal:

- Visit AetnaBetterHealth.com/
  Oklahoma/member-portal.html and click log in.
- Once you've logged in click the My Account tab in the top left corner.
   Under My Profile on the left side click contact us.
- Choose the category "Change PCP".
  Tell us the name of your current PCP and the name of the new PCP you'd like to have. Then click send.
- We'll send you a message to the member web portal inbox. Or if you'd like us to respond with a phone call include your phone number.

#### **Questions?**



Reach out to your care manager or call Member Services at <u>1-844-365-4385 (TTY:711)</u>



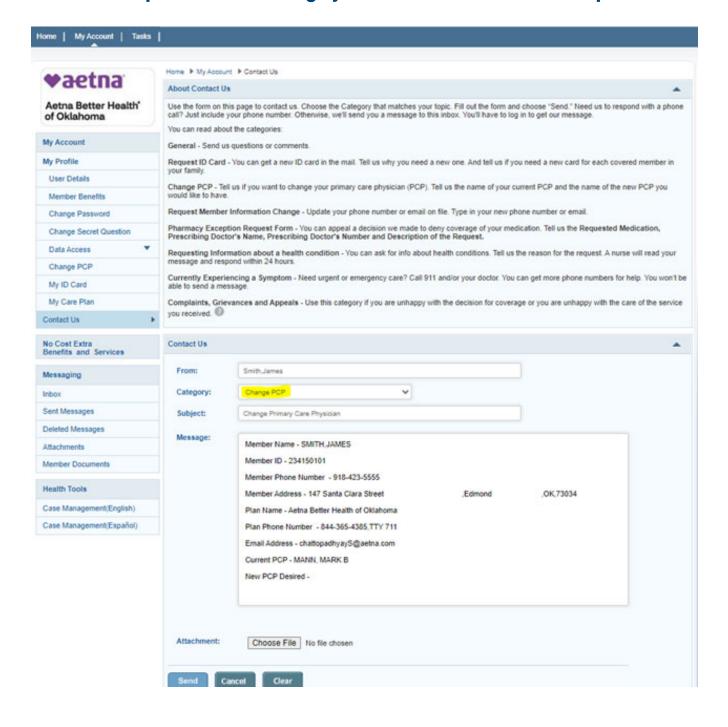
Visit us at <u>AetnaBetterHealth.com/Oklahoma</u> or scan the QR code







#### **Example of how to change your PCP on the member web portal:**





Aetna Better Health<sup>®</sup> of Oklahoma