

Patient-Centered Medical Home and You

Whether you're trying to get healthy or stay healthy, you need the best care. That's why CareFirst BlueCross BlueShield created the Patient-Centered Medical Home (PCMH) program to support the relationship between you and your primary care provider (PCP).

The PCMH program is designed to provide your PCP—whether that's a physician or nurse practitioner, with a more complete view of your health needs and of the care you're receiving from other providers. Your PCP will be able to use this information to better manage and coordinate your care, a key to better health.



Treating your overall health

With the CareFirst PCMH program, your PCP is expected to:

- coordinate care with all your providers,¹ including specialists, labs, pharmacies and mental health facilities to help you get the most appropriate care available in the most affordable settings,
- identify and address any impact one health issue may have on another,
- review all your medications and possible drug interactions with you and
- review your health records for duplicate tests or services already ordered or performed by another provider.



Extra care for certain health issues

Your PCP will take specific steps to coordinate and manage your care when you participate in PCMH. If you have or are at risk for certain health issues, such as a chronic condition, your PCP will create an online record of your health needs with specific follow-up activities.

Your dedicated care manager, a registered nurse, is expected to:

- assist your PCP by coordinating your care and answering your questions,
- follow up with you to make sure you are not having difficulty following your treatment plan (e.g., if you have diabetes, the care manager can help you take steps to better understand and control your diabetes) and
- assist you in obtaining services and equipment necessary to manage your health condition.



For specific questions about your health plan benefits

- log in to *My Account* at carefirst.com/myaccount or
- call the number on the back of your insurance card.

¹ The doctors and other medical providers are independent providers making their own medical determinations and are not employed by CareFirst BlueCross BlueShield or CareFirst BlueChoice, Inc.