



It's time to make choices about your health care!

It's important to choose. When you choose, you are more likely to have:

- A doctor you like who is close by
- A health plan with services that fit your needs
- Access to hospitals you want

What if you don't choose?

If you don't choose, a doctor and a health plan will be chosen for you. It's best to make your own choice!

**Helping people with Medical Assistance
choose a doctor and a health plan**

Choosing is important, and it's easy! Just follow these steps:

Step 1: Choose your primary care provider (PCP)

Choose a doctor or nurse practitioner to be your PCP. Your PCP works closely with you and can refer you to specialists when you need them. You can choose the same doctor for everyone in your household. Or choose a different PCP for each person.

How to choose a PCP

If you like the doctor you go to now, ask us if that doctor can be your PCP. Call PA Enrollment Services at **1-800-440-3989**.

Here are some things to think about when choosing a PCP:

- How far away is the doctor?
- Do you or your family members have special needs?
- Do you want a doctor's office where staff speak a language other than English?
- Is it important for you to go to a certain hospital, and does the doctor work with that hospital?

We can help. For a list of doctors near you or for help finding a new doctor, go to enrollnow.net. Or use our mobile app: **PA Enrollment Services**. Or, call **1-800-440-3989**.

Questions?

Call PA Enrollment Services at 1-800-440-3989.

Or go to enrollnow.net. Or use our mobile app: PA Enrollment Services. After you are enrolled, call your health plan if you have questions about getting health services.

Step 2: Choose your health plan

You must choose a health plan that works with your PCP. Health plans have doctors, hospitals, and health care staff who work together to give you the health care you need.

How to choose a health plan

If your PCP is in just one plan, choose that plan. If your PCP works with more plans, use these resources to help you decide:

- **Consumer Guide:** Learn how your plan compares to other plans.
- **Health Plan Comparison Chart:** Compare health plans.
- **Hospitals:** Find out which health plans work with hospitals near you at enrollnow.net.

To find out which plans a PCP works with, go to enrollnow.net. Or use our mobile app: **PA Enrollment Services**. Or, call **1-800-440-3989**.

Step 3: Enroll!

There are 4 ways to enroll:



Online: Scan the QR code to go to enrollnow.net



Mobile app: Download PA Enrollment Services



Phone: Call PA Enrollment Services to enroll at **1-800-440-3989**



Mail: Fill out and mail the enrollment form in your enrollment packet

After you enroll, your health plan will send you an ID card and a member handbook. If you need care before your plan starts, use your ACCESS or EBT card.

Getting care and services

Special needs

If you have a special health care need, call your health plan.

Checkups for children and young adults up to age 21

To learn more about regular checkups, call your health plan.

Behavioral health care

To find the behavioral health plan in your county, go to enrollnow.net.

Transportation

To find the phone number for help with transportation, go to enrollnow.net.

Complaints

Read your member handbook to learn how to resolve a complaint about your plan or PCP.

You can get this information in other languages or formats, such as large print or audio.

ATTENTION: For free interpreter services, call **1-800-440-3989** (TTY: 1-800-618-4225).

Español (Spanish) ATENCIÓN: Para servicios gratuitos de intérprete, llame al **1-800-440-3989** (Número de TTY: 1-800-618-4225).

繁體中文 (Chinese) 注意：如需免費的譯員服務，請撥打 **1-800-440-3989** (TTY: 1-800-618-4225)。

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