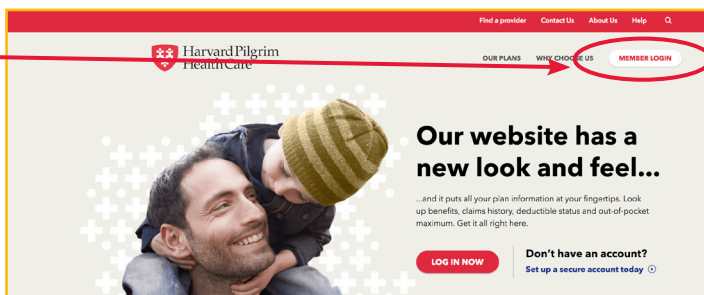


# Changing your PCP in your member account



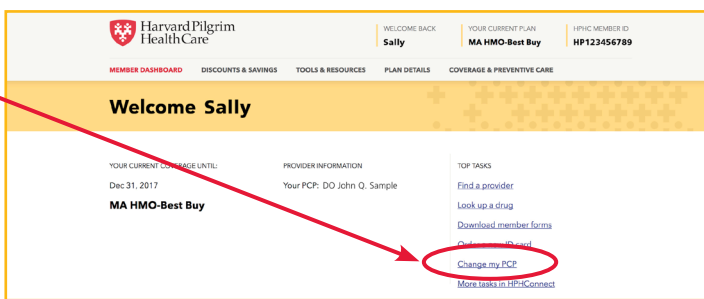
1

Go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org) and select Member Login.



2

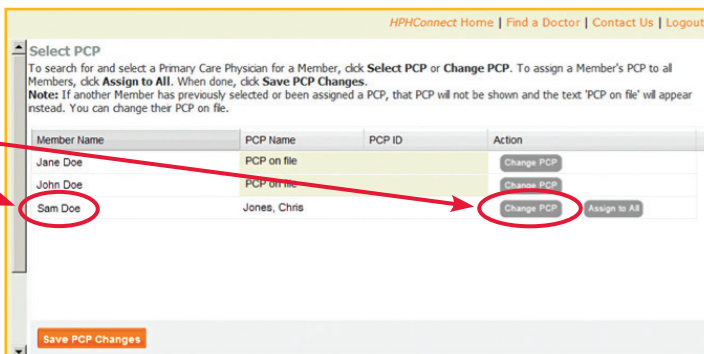
Once you're logged in, under **Top Tasks**, select **Change my PCP**.



3

Click the **Change PCP** button next to the member whose PCP you want to change.

**Note:** If another member has previously selected or been assigned a PCP, then you will see "PCP on file." If a member doesn't have an assigned or selected PCP, the PCP Name and PCP ID fields will be blank.



2 more steps on the back ►►

## If you don't have a member account, it's easy to set one up.

- Go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org) and click *Member Login*.
- Under *Member? Register now!* select *Create a secure account*.
- Enter your Harvard Pilgrim Member ID number (from your identification card), birth date, ZIP Code and the last four digits of the subscriber's Social Security number. **Note:** if you'd like to create an account without a Social Security number, after entering your Harvard Pilgrim ID# and date of birth, select the "*Request an activation code*" link at the bottom of the page. You'll receive an activation code via U.S. mail that you can use to create an account.
- Type a username and password to activate your account.

**Note:** Accounts are available to members 18 and older. Some features are available to subscribers only.

4

Search for the PCP by City, ZIP Code, Provider Last Name or Provider ID, and then select a PCP in the Providers results list.

Select a PCP

Enter the Provider search criteria and then click Search. At a minimum, enter either a City, ZIP Code, Provider Last Name or Provider ID. In the Provider Search results list, click the box next to the Provider whom you want to assign as the Primary Care Physician for Sam Doe.

Provider Last Name: smith      City: Anytown  
 Provider First Name:      State: Massachusetts  
 Gender: No Preference      ZIP Code:      Secondary Language: Select a Language  
 Provider ID:      Accepting New Patients:  Yes  No  
 Specialty: No Preference      Tier: All

Provider	Gender	Specialties	Hospital Affiliation	Secondary Languages	Accepting New Patients	Select PCP
Smith, Allen Tier 1 234567 123 MAPLE AVE ANYTOWN, MA 02456	Male	INTERNAL MEDICINE	Anytown Medical Center (Tier 2)		Yes	<input type="checkbox"/>
Smith, Lisa Tier 1 456789 123 MAPLE AVE ANYTOWN, MA 02456	Female	INTERNAL MEDICINE	Anytown Medical Center (Tier 2)		Yes	<input checked="" type="checkbox"/>
Smith, Paul Tier 1 890123 567 ELK ST ANYTOWN, MA 02456	Male	PEDIATRICS	Anytown Children's Hospital (Tier 1)		Yes	<input type="checkbox"/>

5

Save the PCP change.

Select PCP

The selected PCP has been assigned. You must click Save PCP changes to complete the change(s).

Member Name	PCP Name	PCP ID	Action
Jane Doe	PCP on file		<input type="button" value="Assign to All"/>
John Doe	PCP on file		<input type="button" value="Assign to All"/>
Sam Doe	Smith, Lisa	456789	<input type="button" value="Assign to All"/>

### What else can you do with your member account? In the *HPHConnect* section of your account, you can:

- Check your benefits and plan details and deductible status.
- Order an ID card.
- View or print your *Activity Summary*, an easy-to-understand report of recent claims and cost sharing.
- Review your *Personal Health Record*, which includes your medication and claims history, visit summary, illnesses/conditions and more.



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