



Important information for your employees about Oxford plans that require a PCP

One of the best ways for your employees to get help with care that's right for them and have an optimal health care experience is to have their care provided and coordinated by their network primary care physician or provider (PCP). A PCP may know their patient best and can provide health care guidance to support the patient in achieving their best health.

Plans that require a PCP selection (Gated Plans)

Members in these plans (e.g., HMO, PPO, EPO) are required to choose a network PCP for themselves and each covered family member. They must receive care from their PCP of record, or the provider named in their PCP's referral to receive network benefits. After the group's renewal, non-emergent care received from another provider will not be covered or will be paid at the out-of-network benefit level if the plan has out-of-network benefits.

Background

Some members in these plans have either visited a different PCP than the one we have on record for them or have not followed plan protocols for obtaining referrals and prior authorizations. For these members, **we will require that the PCP, referral and authorization conditions be followed starting on their group's renewal date.**

What this means for your affected employees

We will be mailing the enclosed **letter** to impacted members before your plan renewal date to remind them about the requirements for choosing a PCP and obtaining referrals.

Members who receive our letter should follow the instructions provided for confirming our records reflect their PCP of choice, prior to seeking medical care after their plan renews. They can do this on myuhc.com[®] or by calling us at the phone number on their health plan ID card. Members who wish to change their PCP of record can do so at any time, online or by phone.

More information

Your policy renewal package includes a [flier](#) about the importance of PCPs and referrals. Please become familiar with this information, as well as the letter we are sending our impacted members, should your employees have questions about choosing a PCP and obtaining referrals. If your Oxford plan requires these steps, please remind your employees of the requirements and the impact of not following them after the renewal date so they understand their benefits and avoid surprises.

Please contact your Oxford broker or other representative, or call Client Services at 1-888-201-4216, with questions.

Thank you.

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