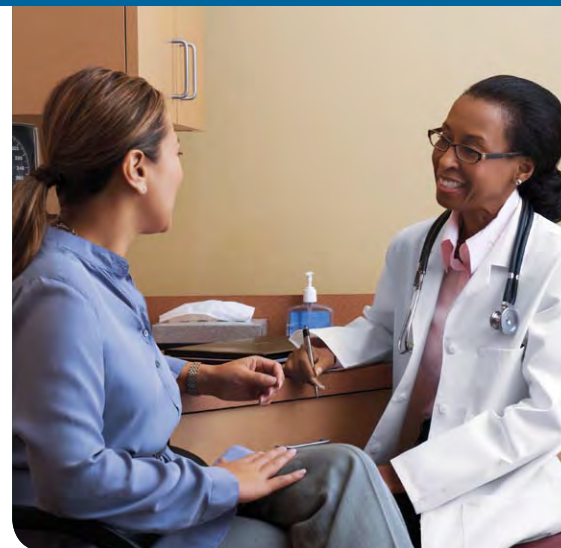# Three Important Things to Know About UnitedHealthcare Navigate®

1. You must select a primary care physician in our network when you enroll. The physician:

‣ Must be a general practice, family practice, pediatrician or internal medicine physician

‣ Must be an individual physician name, not a medical practice

‣ Must be accepting new patients

‣ **Cannot** be an obstetrician/gynecologist (OB/GYN)

‣ Must be located in a town or city near where you (the subscriber) live or work

‣ Can be selected for the entire family or each covered member can select their own. If a covered member selects their own physician, the physician must be located in a town or city near where **you** (the subscriber) live or work - not where your family member lives or works. Please check with your physician's office before enrolling to confirm any patient age restrictions.

2. You must get an electronic referral from your primary care physician before you see another network physician or specialist. Referrals are not needed to see the following providers as long as they are in the Navigate network:

‣ Obstetricians/gynecologists (OB/GYNs)

‣ Behavioral health or substance abuse disorder clinicians

‣ Convenience care clinics

‣ Urgent care centers

Remember, emergencies are covered anywhere in the world, including non-network hospitals.

3. You can change your primary care physician one time a month.

‣ You must change your primary care physician before the 15th of the month if you want the change to go into effect on the 1st of the next month. Otherwise, it will not take effect until the 1st of the following month

‣ You can request the change through **myuhc.com®** or by calling Customer Care

Need helping finding your primary care physician?
See the reverse side for step-by-step directions on how to find your primary care physician using

Don't have access to a computer?
Call Customer Care at   for help choosing a primary care physician or to request a paper directory.

UnitedHealthcare®

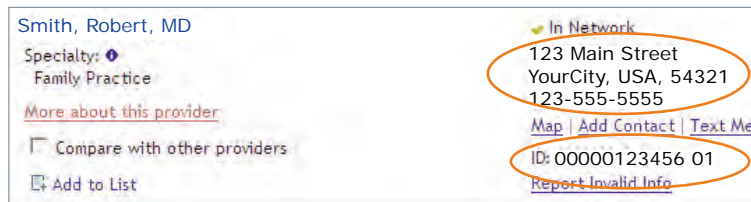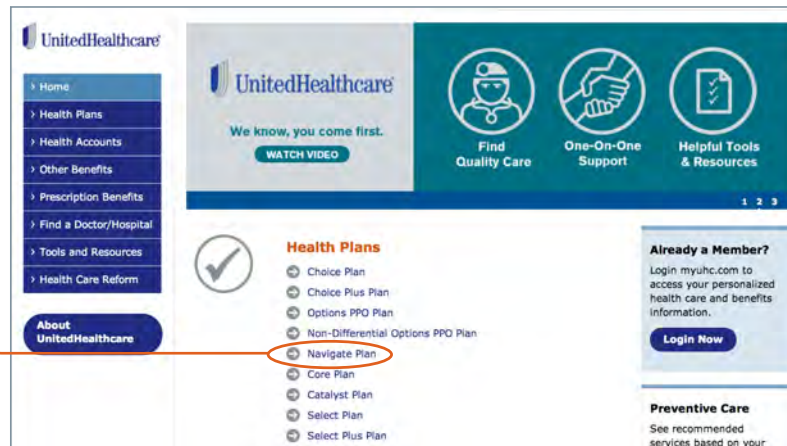# Find your primary care physician at welcometouhc.com.

Remember, a primary care physician will be assigned to you if you don't select a primary care physician when you enroll, if the physician you selected is not participating in the UnitedHealthcare Navigate network or the physician is not in one of the areas of primary practice listed on page 1.

Step 1: Under **Health Plans**, click on **Navigate Plan** and select

Step 2: Under **Physician Specialties**, select **Primary Care**

Step 3: Under **Specialty Category**, choose one or more of the primary care specialties listed. You can even narrow your search by ZIP code, name, language or gender.

Step 4: Once you decide on the physician you want, print or write down all of the physician's information, including the physician's address and 13 digit ID number (circled). You will need to provide this information on the enrollment form.

When you are ready to enroll

‣ Complete the enrollment form provided by your employer.
‣ When completing the form, include the first and last name for all physicians selected by you and any covered family members and/or dependents.
‣ Be sure to include the entire 13 digit physician identification (ID) number for each physician listed on the form.