

What is a PCP?

A PCP, or primary care provider, coordinates all of your medical care. This means that you can establish an ongoing relationship with one provider who is familiar with your medical history and will provide or arrange all of your health care needs. Maintaining a relationship with your PCP helps ensure that you're receiving the best care possible.

So for anything from a common cold to an uncommon condition, be sure to see your PCP.

Commonly asked questions regarding PCPs:

Who can be my PCP?

The PCP you choose may be from the fields of internal medicine, family practice, general practice, obstetrics/gynecology, or pediatrics.

Do my doctors participate in the plan?

Check the alphabetical listing in your Health Plan Hawaii directory. If you currently see specialists, check to see if they have a health center in common with your primary care provider.

What if I want to see a specialist?

Whenever you require medical attention, call to schedule an appointment with your PCP. Your PCP will either treat you or refer you to a specialist within your health center. If you decide to see a specialist on your own without a referral, you may be asked to pay the entire amount.

Do I need a referral for everything?

You may self-refer in the following instances:

- **Emergencies.** If you have a medical emergency that is life-threatening, seek care immediately — call 911 or go to the nearest emergency room. Contact your PCP within 48 hours after receiving emergency services so that your PCP can arrange for your follow-up care.
- **Mental health.** If you need to seek counseling for mental health or substance abuse, you may see any HMSA participating mental health specialist listed in the Health Plan Hawaii directory. You don't need to consult with your PCP.
- **Vision exam.** You must use an ophthalmologist or optometrist from a participating vision provider listed in the HMO Vision Network.

How do I contact my PCP after their office has closed?

Your PCP is responsible for your medical care 24 hours a day. Because each provider may have different procedures, be sure to check with your PCP on the best method for receiving care after normal business hours.

What if I want to change my PCP?

If you need to change your PCP, please call HMSA's Customer Relations department.

Oahu	948-6372
Hilo.....	935-5441
Maui.....	871-6295
Kauai	245-3393
Kona	329-5291
Guest Membership.....	948-6466

HMSA



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