

## Designated primary care provider (PCP)

To help connect members to care, LifeWise Health Plan of Washington ensures every member has a designated primary care provider (PCP).

If a member does not have a PCP on record, LifeWise will choose one for them using the following steps.

	If the member...	We will assign...
1	Has a <b>designated PCP on record</b> <u>and</u> that PCP is in the LifeWise Primary network	The designated PCP currently on file
2	Does not have a designated PCP on record but has <b>seen the same PCP more than once during a designated lookback period (example: 12 months)</b> — <u>and</u> that PCP is in the LifeWise Primary network	The PCP found in claims history
3	Has not seen a PCP in the last 12 months, but an <b>enrolled family member has a designated PCP</b> <u>and</u> that PCP's care center is in the LifeWise Primary network	The enrolled family member's PCP or care center
4	Lives within 10 miles of a preferred provider	A PCP from a preferred provider
5	Does not live within 10 miles of a preferred provider	The nearest in-network PCP accepting new patients

### Other helpful information

- For 2020 plans, members can change their PCP on the secure member website (starting January 1, 2020), or call LifeWise at **800-817-3056** (starting November 1, 2019).
- On most plans, members receive a lower copay for visits with a PCP at their designated primary care center.