



## *Finding an Adult Primary Care Provider*

### **Once you have chosen a new provider, you must:**

1. Call the new provider to register as a new patient and schedule a new patient appointment
2. Call your insurance company to change to your chosen Primary Care Provider
3. Contact us to have your medical records sent to your new provider (you will need to sign a release of records form)
4. **IF YOU HAVE MASSHEALTH** – once you have identified who you would like to have as your new PCP, ask them which MassHealth plans they accept. Then call MassHealth and request to be changed to their accepted plan. Adult PCPs WILL NOT accept the Tufts Together with Boston Children's ACO plan. This is a pediatric plan only.

### ***How to Find Adult Providers:***

- Ask your current doctor or your specialist providers for recommendations
- Consider your parents' doctor
- Call your insurance company
- Call local hospitals and ask for referral line
- Ask friends and family for suggestions
- Check the *Massachusetts Provider Directory* at:  
<http://profiles.ehs.state.ma.us/Profiles/Pages/FindAPhysician.aspx>

### ***Questions to Ask:***

It is important to find a doctor who makes you feel comfortable and can meet your needs. Before you choose your new doctor, call their office and ask to speak with a staff member who has time to answer your questions, or make an appointment to meet the doctor and staff in person.

#### **Ask the office:**

- Does the doctor accept my insurance coverage? Are they taking new patients?
- Is the office accessible (easy to reach and easy to get around inside the building or clinic area)?
- What are the office hours? How can the doctor be reached after hours?
- How will the doctor exchange information with my specialists?
- Will the office be flexible to meet my health needs (allow service dog, schedule visits around my needs)?

#### **Ask the doctor:**

- Is the doctor willing to discuss my health history and special needs with my pediatric doctor?
- Does the doctor currently see patients with health conditions similar to mine?
- At what hospital does the doctor schedule procedures?
- Does the doctor have any special interests or more advanced training?

#### **Ask yourself:**

- Does the doctor listen to my questions or are they constantly interrupting me?
- Can the doctor explain information so that I can understand it?
- Do they take enough time to answer my questions?