

Common questions about picking a primary care provider (PCP) or Medical Home

Am I required to have a PCP or Medical Home?

Oregon Senate Bill 1529 requires Providence Health Plan Powered by Collective Health to assign a PCP to each member. If you prefer, you can choose your own PCP, and a PCP for each covered dependent, within 90 days of enrollment.

Members enrolled in a Choice or Connect plan are required to choose a Medical Home for themselves and covered dependents as part of their plan requirement.

What's the benefit of having a PCP?

A PCP helps you manage your overall health by:

- Getting to know you and your health history
- Noticing changes in your health early
- Connecting you with specialists when you need them
- Helping make sure all parts of your care work together

Why can't I find my doctor in the app?

In some cases, your doctor may not show up in the provider search if:

- **They're a specialist** like a heart doctor or skin doctor you see often and they know your health history well.
- **They are not in the Providence Health Plan Powered by Collective Health network.** If they are not in the network, they won't appear in the app.

Even if you don't see your doctor listed, your PCP assignment doesn't change your benefits or limit your access to other in-network providers.

Why is Galileo listed as my PCP?

To ensure you and your dependents have uninterrupted access to care, Providence Health Plan powered by Collective Health assigned Galileo as your PCP. If you prefer a different PCP, you can change at any time

Galileo gives you 24/7 access to virtual primary and urgent care. Their providers diagnose issues, treat common concerns, manage medications, or/der and coordinate labs, imaging, and specialist referrals, and guide you if an in-person visit or procedure is needed—all without the wait times or travel.

You can change PCPs or Medical Homes anytime in My Collective®.

Can I still see my doctor if they aren't assigned to me?

Yes. You can see any in-network doctor you want. Your visits will still be covered as outlined in your benefits, even if that doctor is not listed as your PCP.

Will I have to pay more if I don't pick a PCP?

No. You won't pay more just because you haven't chosen a PCP.

- But it's still important to make sure your doctor is in-network so you pay the lowest amount.