

## Three important things to know about the Navigate plan.

With the UnitedHealthcare Navigate® plan, you will need to select a primary care provider (PCP) from the network who will help guide you through the health care system. Your PCP gets to know you, helps manage your health care and refers you to specialists (if needed). When you need care on this plan, it could save you money to remember these 3 things:

### 1 Make sure you pick a primary care physician (PCP) in the network when you enroll.

PCPs provide regular and routine care, such as preventive care and treatment for minor injuries and short-term illnesses. They also coordinate care and make referrals to other network physicians and specialists.

#### Your PCP:

- 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.
- 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 — not where your family member lives. Please check with your physician's office before enrolling to confirm any patient age restrictions.

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Find a PCP at [myallsaversconnect.com](https://myallsaversconnect.com).  
Select **Find a doctor**.

**Don't have access to a computer?**  
Call **1-800-291-2634** for help choosing a PCP.

## 2 You will need to get an online referral from your PCP 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 use disorder clinicians
- Convenience care clinics
- Urgent care centers
- You should validate that a referral has been entered prior to seeing a network physician or specialist by calling the number on your health plan ID card. **Remember:** Emergencies are covered anywhere in the world, including out-of-network hospitals without a referral.

## 3 You can change your PCP.

PCP changes can be made once a month and are effective the first of the following month. Change requests can be submitted on or before the 31st of the month. Changes can be made by calling the number on your ID card. New health plan ID cards will be issued whenever members change their primary care physician.

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### More information?

See the information below for step-by-step directions on how to find your PCP using [myallsaversconnect.com](https://myallsaversconnect.com).

Don't have access to a computer? Call **1-800-291-2634** for help choosing a PCP.



# Find your PCP at myallsaversconnect.com.

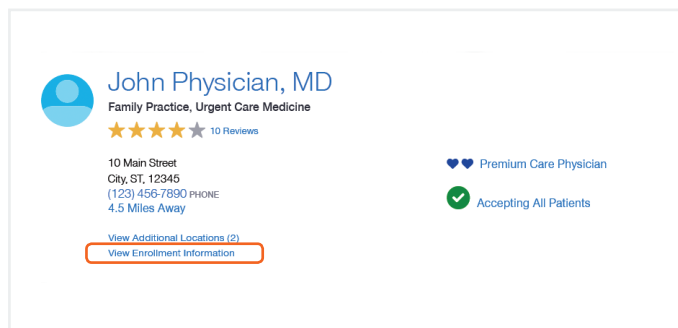
**Step 1:** On the home page, select **Find a doctor**.



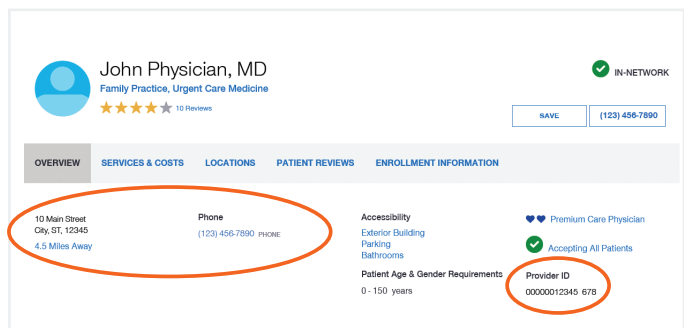
**Step 2:** Select **Search for doctors and hospitals**.



**Step 3:** Select the state, then Navigate. You can narrow your search by ZIP code, name, language or gender. Once you choose the PCP you want, click on **View Enrollment Information**.



**Step 4:** Write down all of the physician's information, including the doctor's address and ID number (circled). You'll need to provide this information on the enrollment form.



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## Ready, set, enroll:

- Complete the enrollment information provided by your employer.
- Go to [myallsaversconnect.com](https://myallsaversconnect.com) or call Customer Service **(1-800-291-2634)** to select a PCP for you and your covered family members.
- Be sure you include the first and last names for all PCPs selected by you and any covered family members and/or dependents.
- Remember to provide the 14-digit physician identification (ID) number for each PCP listed.