

PUTTING YOU AT THE CENTER OF YOUR HEALTHCARE

Blue Cross & Blue Shield of Rhode Island (BCBSRI) is working to improve healthcare for our members. One way we've done this is by supporting the patient-centered medical home (PCMH) concept, which can offer a better primary care experience for many patients.

What is a PCMH?

A PCMH is a member-focused, team-based approach to a primary care practice. The typical PCMH doesn't look much different than any other doctor's office, but it's a world apart in terms of the type of care you'll receive there. It puts you at the center of care and helps ensure that every aspect of your care works together to:

- Ensure you get the most appropriate care, at the right time
- Improve the quality and safety of your care through better coordination between doctors
- Save you time and money by eliminating unnecessary or duplicate appointments and tests
- Improve communication among providers, by using electronic health records and e-prescribing technology

A PCMH offers you access to a full team of healthcare professionals. Your care team may include:

- Your PCP
- Specialists
- Nurse care managers
- Nutritionists
- Health coaches

- Social workers
- Behavioral health professionals
- Pharmacists
- Others as appropriate

Today, more than 35 percent of primary care physicians (PCPs) in Rhode Island are providing primary care to more than 110,000 BCBSRI members in a PCMH. That care is unique—it's focused on the specific needs of each individual patient, the way healthcare should be.



What's in it for you?

Going to a PCMH for your primary care helps you become an active participant in your healthcare. Your PCMH team will help put together a care plan focused on your specific health needs. If you have any chronic conditions, such as asthma or diabetes, this preventive approach can help you address them before they get worse.

When you're part of a PCMH, you can also take advantage of:

- Expanded office hours for maximum convenience
- Appointment and medication reminders
- Help managing a chronic condition
- Follow-up/coordination with specialists and other outside providers
- Hospital discharge support
- Access to additional community resources
- And much more

How do you find a PCMH? It's easy to find PCMH practices in the BCBSRI network on BCBSRI.com:

- Click on *FIND A DOCTOR* at the top of the page.
- Enter your search criteria.
- Providers that are accepting new patients at this time have this *icon next to their name*.
- PCMH member providers will have this *icon next to their name*.

