



Health care
centered on you.



Frequently asked questions about patient-centered medical homes



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Enrollment in Medicare Plus Blue depends on contract renewal.

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What's a patient-centered medical home?

A patient-centered medical home, or PCMH, is health care focused on you, the patient. It is a partnership between you and your doctor. Your doctor leads a team of health care professionals committed to improving your overall health and to helping you reach your health goals.

Instead of just being treated for a problem here and there without making a connection between symptoms, the PCMH focuses on connecting the dots and coordinating care.

Your health team may consist of your regular doctor, nurses, specialty physicians, pharmacists, a nutritionist, care coordinators and others depending on your health needs.

For example, do you want to quit smoking? Better control your diabetes or asthma? Lose weight? Manage your stress? Your PCMH doctor will put the right team in place for you.



Q. What are the advantages of a PCMH?

The team in your PCMH looks at your whole health picture. They spend more time with you at your visit. A PCMH aims to prevent problems from occurring and puts control of your health where it belongs — with you and your team.

Because they know you, it is easier to get care when you need it. You have 24-hour access to your medical home. If you have a health problem in the middle of the night, your PCMH team is available, possibly helping you avoid a trip to the emergency room.

Your doctor's office will follow up with you after your visit to see how you're doing, or remind you to schedule tests that help manage your conditions.

If you need a specialist for a specific condition, your PCMH will help you find the right specialist for your needs. Because all your tests and treatments by other doctors are sent to your regular doctor, you have a centralized home for your medical history. You won't have to re-explain every symptom and test result each time you visit a health care provider.

Q. How do I find doctors who are part of a PCMH? Is my regular doctor part of a PCMH?

More than 4,000 physicians throughout Michigan are designated by Blue Cross Blue Shield of Michigan as patient-centered medical homes. You can find one in most every Michigan county, and more physicians are being added each year. To find a PCMH doctor, visit bcbsm.com and click *Find a Doctor*. Check *Patient-Centered Medical Home* when selecting options to narrow your search. If you already have a regular doctor and wonder if your doctor is a part of a PCMH, ask during your next visit.

Q. Do I see the entire team at my appointment?

You make an appointment with your PCMH doctor. Your doctor's office will coordinate any care needed from other team members.

Q. Can I see other doctors who are not part of my PCMH?

Yes. Your plan does not require you to receive care at a PCMH. However, visiting your PCMH as your primary place of care helps your doctor better coordinate your care with your specialists.

