

Anthem.com Step by Step PCP change: After Logging in

Step 1

The screenshot shows the Anthem.com user dashboard. At the top left is the Anthem logo. To the right is a language selector for 'Español'. The navigation bar includes 'My Plans', 'Claims & Payments', 'Care', 'Prescriptions', 'My Health Dashboard', and 'Support'. The 'Care' menu is highlighted with a red circle and contains the following options: 'Find Care', 'Optimize Your Care', 'Community Resources', 'Update Primary Care Physician', 'Care Team', 'Manage Appointment', 'Discounts', and 'My Health Records'. Below the navigation bar, there are three main action buttons: 'ID Cards', 'Find Care & Costs', and 'CarelonRX Pharmacy'. On the left side, there is a 'WELCOME' message with a red bar. Below that, the 'My Benefits' section is visible, showing 'PREMIER TRADITIONAL HMO NETWORK NON DURATIONAL' with a red bar and 'Medical' below it. On the right side, there is a 'Plans' card with a plus icon, the text 'Plans', 'Deductibles, copays and more', and a right-pointing arrow.

Step 2

Anthem.com will default your home zip code. From there, select Primary Care.

The screenshot shows the Anthem.com user interface. At the top, there are navigation links: My Plans, Claims & Payments, Care, Prescriptions, My Health Dashboard, Support, Messages, Profile, and Log Out. Below this is a search bar with the text "All Your Plan Networks" and a search prompt: "Search by doctor (name or specialty), hospital, procedure, and more". A location dropdown shows "92027 Update Location". Below the search bar, there are two main categories: "Search by Care Provider" and "Search by Procedure". Under "Search by Care Provider", there are six buttons: Primary Care (circled in red), Behavioral Health, Lab (Blood Work), Imaging (MRI or X-ray), Pharmacy, and Hospital. A chat notification bubble is visible in the bottom right corner.

Step 3

Once you have identified desired provider, select Add to care Team.

The screenshot shows a provider profile for Michael A Avila. On the left, there is a checkbox, the name "MICHAEL A AVILA", phone number "(760) 520-8100", address "460 N ELM ST ESCONDIDO, CA 92025 SAN DIEGO County, CA", distance "2.17 miles", and travel time "13 min". Below this is a "Get Directions" link. On the right, there is a section for "In-Network Medical Plan" with "PCP ID: 41T028" and "Prospect Medical Group, part of Prospect Medical Group San Diego". Below that is the text "Family Medicine Physician". On the far right, there are three buttons: "View Details" (blue), "Add a Review" (white with blue border), and "Add to Care Team" (white with blue border, circled in red).

Step 4

Anthem.com will ask for you to confirm one final time.

Add to Care Team

Are you sure you want to add KARIN RASHCOVSKY SCHIFF to the Care Team of [REDACTED]? (You always can remove if you change your mind.)

Cancel

Add to Care Team

For additional assistance, contact your member services team. The phone number can be found on the back of your Anthem ID card. PLEASE NOTE: The ID card below is for illustration purposes only. Please confirm your member services number by confirming with your ID card.

