

Member PCP or Group Change Request

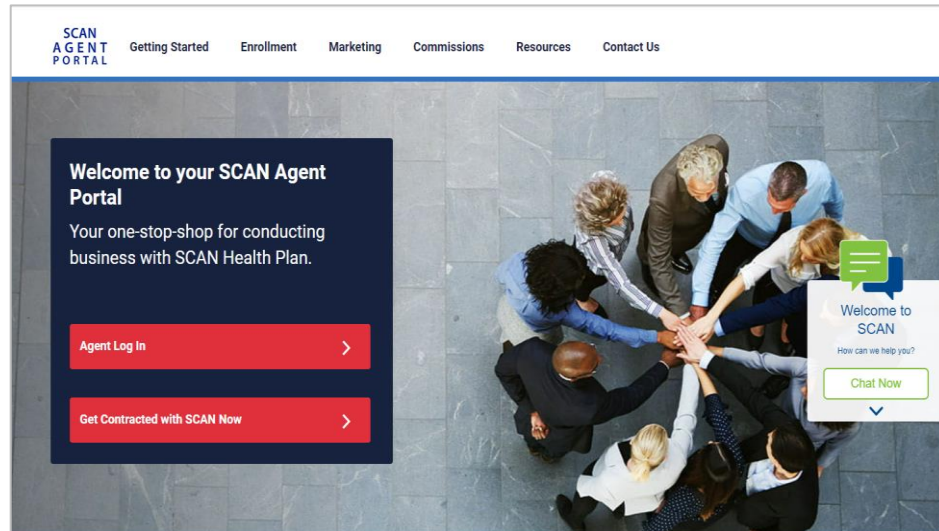
How To Job Aid



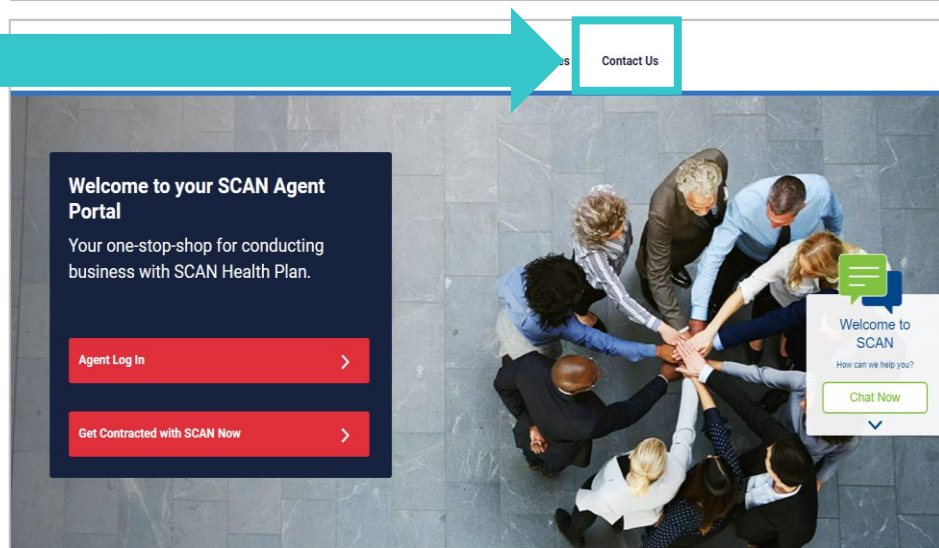
How to Request PCP or Group Change

Submit request to have member's PCP doctor, Medical Group, or both changed in the system.

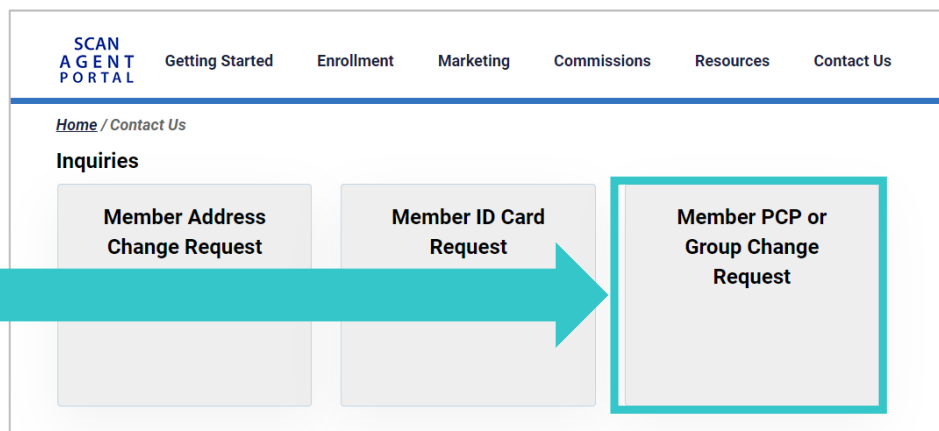
Step 1: Go to SCAN AGENT PORTAL
By clicking [here](#).



Step 2: Go to the "Contact Us" tab.
Click on the link.



Step 3: Under the Inquiries section,
click on the "Member PCP or Group Change Request" tile.



Step 4: Select the Request Type.

- PCP Change
- Medical Group Change
- PCP and Medical Group Change
- Enter Request Effective Date.
(Date must be future 1st of the month)

Complete all the *required fields.

- Agent Name
- Agent NPN
- Agent Email
- Agent Last 4 digits SSN
- Member First Name
- Member Last Name
- Member ID or Medicare Number
- Member DOB
- Member Email
- PCP Name
- PCP Number (8 characters)
- Medical Group Name
- Medical Group ID

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Member PCP or Medical Group Change Request

I want to request a PCP change/Medical Group change.

*Request Type: PCP change Medical Group change PCP and Medical Group change

*Request Effective Date

Date must be in the future and must be the 1st of the month.

*Agent Name

*Agent NPN

*Agent Email Address

*Agent Last 4 digits SSN

*Member First Name

*Member Last Name

*Member ID or Medicare Number

Member DOB

Member Email Address

Step 5: Search for Provider ID or Medical Group ID using the following link.

Search for Provider ID or Medical Group ID: Click [here](#).

(Choose a PCP/Medical Group with an Open Panel)

To search for Provider ID or Medical Group ID, click [here](#)

Provider data updated on 10-29-2023

Find a Doctor ▼

Filter [Reset](#)

*State ▼

*Your Address ⊕

Radius

*Provider Name 🔍

Now you can filter by:

In Office Visits

In Home (Mobile) Visits

Telehealth

⏪ Enter an address, use my location or enter a provider name

+ Show Directory Data Contact Information

+ Show Disclaimer and Additional Information

Step 6: Read Important Information and Attestation.

- Changes take up to 7-10 business days
- Members will be contacted by SCAN
- Choose PCP with Open Panel
- New ID card will be sent to Member
- Read Attestation
- Click **Submit**

Important: Click on the Submit button once. There is a slight delay in processing.

Clicking multiple times on the button will send multiple requests to processing team.

Important Information:

- * Please note changes may take up to 7 business days for completion. Members will need to be contacted by SCAN before certain changes are completed.
- * Failure to choose a PCP/Medical Group with an open panel that is in network may result in denial of request and/or delay in services.
- * Changing a member's PCP will result in a new Member ID card being sent to the current mailing address on file.

Attestation:

- * By clicking "Submit", you attest that, as a licensed sales agent, you are requesting the above changes on the subject member's behalf. You also attest that these changes were requested by the member, and that you have not and will not receive any compensation, inducement, or incentives for assisting the member with these changes.
- * You further attest that, prior to submitting these changes, you have discussed them with the member and have received consent to request these changes on the member's behalf.

Once you click Submit, you'll be redirected back to the Contact Us page.

Submit

Please click on the above Submit button **only once**.