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Frequently asked questions about PCMH

“health care centered on you, the patient,”



What is a PCMH?

A patient-centered medical home is health care focused on you, the patient. It's 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.

Your PCMH practice connects the dots between your visits and coordinates your care between doctors and health care settings.

Your PCMH health team may consist of your primary care doctor, nurses, specialty doctors, pharmacists, a nutritionist, therapist, care coordinators and others depending on your needs.

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

Are there advantages for me?

The team in your patient-centered medical home looks at your whole health picture. They spend time understanding your health care needs at each visit. PCMH-designated practices aim to prevent problems from occurring and put control of your health where it belongs — with you and your team.

Because they know you, it's 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 and may help 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 team can help you find the right specialist for your needs. Because all your tests and treatments by other doctors are tracked to your primary care 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 your doctor.

How do I find doctors that are part of a patient-centered medical home?

There are nearly 4,700 physicians throughout the state designated by Blue Cross Blue Shield of Michigan as patient-centered medical homes. You can find PCMH practices in almost every Michigan county, and more physicians are being added each year. To search for a PCMH-designated doctor on bcbsm.com:

- Scroll down to *Find a Doctor* on the left side of the page, and click on the link.
- Choose *Get started*.
- Log in to your member account.
- Click on Find a Doctor or Hospital, Compare Cost and Quality.
- Under the *Quality Reports* column, choose *PCMH Providers* as one of the search parameters.

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.

Can I see other doctors who are not part of my patient-centered medical home?

Yes, unless your benefit plan requires you to receive care from a designated PCMH doctor.

