



PA Enrollment Services

Helping people with Medical Assistance choose a doctor and a health plan.

Choosing a doctor and a health plan

It's time to make some choices about your health care.

We're here to help. Let's get started! ➡

Choose now!



Getting care and services

Getting started with your health plan

After your enrollment is complete, your health plan will send you an identification card and a member handbook. When you need health care, call your PCP.

If you need care before your health plan starts, you can use your yellow ACCESS or green EBT card.

Special needs

Your health plan can help you get extra care or services if you have a special health care need, or other needs not related to health care. Call your health plan and ask to speak with the Special Needs Unit to find out more.

Checkups for children and young adults

It's important for babies, children, teens and young adults (up to age 21) to have regular checkups to help them stay healthy. Call your health plan to find out more.

Behavioral health care

If you need mental health, drug, or alcohol treatment, you can get these services from the behavioral health plan that serves your county.

To get the phone number of the behavioral health plan in your county:

- Visit www.enrollnow.net, or
- Call 1-800-440-3989.

Transportation assistance

If you need help getting to and from medical appointments or the pharmacy, you may be able to get rides or help with transportation costs.

To get the phone number for transportation assistance in your county:

- Visit www.enrollnow.net, or
- Call 1-800-440-3989.

If you have a complaint

Your health plan will send you a member handbook. Read it to learn how to resolve a complaint about your plan or PCP. The next step is to call your health plan and talk about the issue.



If you follow steps in your handbook and still want help, call PA Enrollment Services at 1-800-440-3989.

If you have questions

- Call PA Enrollment Services at 1-800-440-3989 or visit www.enrollnow.net if you have questions about enrolling.
- After you are enrolled, call your health plan if you have questions about getting health services.

PA Enrollment Services

Helping people with Medical Assistance choose a doctor and a health plan.

Your doctor. Your health plan. Your choice.

PA Enrollment Services is in partnership with the Pennsylvania Department of Human Services



Welcome to PA Enrollment Services

PA Enrollment Services helps people with Medical Assistance choose a doctor and a health plan. Choosing is important! When you choose, you are more likely to have:

- a doctor you like who is close by,
- a health plan with services that fit your needs, and
- access to hospitals you want.

What if you don't choose?

If you don't choose, a doctor and a health plan will be chosen for you. It is best to make your own choice!

We can help you in your own language. Call 1-800-440-3989.

Si necesita información en español sobre este programa, llame al 1-800-440-3989.

Nếu quý vị cần thông tin về chương trình này bằng tiếng Việt, xin gọi số 1-800-440-3989.

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关于此项目的信息，如果您需要中文材料，请致电 1-800-440-3989.

Если вам нужна информация о данной программе на русском языке, звоните по телефону 1-800-440-3989.

Choosing is important, and it's easy! Let's get started.

➡ STEP 1: Choose your doctor (PCP)

Choose a doctor or nurse practitioner to be your primary care practitioner (PCP). Your PCP works closely with you and can refer you to specialists when you need them.

For lists of doctors near you:

- Visit www.enrollnow.net, or
- Call 1-800-440-3989.

You can choose the same doctor for everyone in your household or you can pick a different PCP for each person.

How do you choose a PCP?

If you like the doctor you go to now, ask us if the doctor can be your PCP. Call PA Enrollment Services at 1-800-440-3989.

Here are some things to keep in mind when choosing a PCP.

- How far away is the doctor?
- Do you or your family members have special needs?
- Do you want a doctor's office where staff speak a language other than English?
- Is it important for you to go to a certain hospital, and does the doctor work with that hospital?

If you want help finding a new doctor, visit www.enrollnow.net, or call 1-800-440-3989. We can help you choose a PCP.

➡ STEP 2: Choose your health plan

You must choose a health plan that works with your PCP. To find out which plans a PCP works with, visit www.enrollnow.net or call us at 1-800-440-3989.

A health plan has doctors, hospitals and health care staff that work together to give you the health care you need. Health plans provide the same benefits you get under Medical Assistance. They also offer extra services, such as wellness programs and rewards for going to maternity visits.

How do you choose a health plan?

If your PCP is part of just one plan, choose that plan. If your PCP works with more plans, use the charts and guide that came in this packet to help you choose (items will vary depending on the county in which you live):

- Consumer Guide (for some areas only). This guide shows how your plan compares to other plans.
- Health Plan Comparison Chart. Use this to compare the health plans.
- Hospital List. Visit www.enrollnow.net to see which health plans work with the hospitals near you.

➡ STEP 3: Enroll!

If you don't enroll, a PCP and health plan will be chosen for you. There are three ways you can enroll:

On line:

Enroll at www.enrollnow.net.

By phone:

Call PA Enrollment Services at 1-800-440-3989 and enroll over the phone.

By mail:

Fill out the Enrollment Form that came in this packet.

- Make sure you choose a PCP and a health plan for each person on the form.
- Also, please answer the questions about pregnancy and special needs.

Mail the form to us in the return envelope. You do not need a stamp.

To check on your enrollment:

- Call 1-800-440-3989,
- press 1 for English or 2 for Spanish, then
- press 2 to find out the date your health plan coverage will start.



Do you have questions? Call 1-800-440-3989, Monday–Friday, 8 a.m.–6 p.m. TTY: 1-800-618-4225. Or visit www.enrollnow.net anytime.

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