

# EHP Primary Care Provider FAQ

We care about your health. EHP wants all its members to have a primary care physician (PCP).

Why does this matter? Why do I need a PCP?

- Research suggests PCPs help keep you out of the emergency room, operating room and intensive care unit. That leads to better outcomes — like mortality — with lower healthcare costs.
- PCPs are trained to recognize and manage a wide range of acute and chronic health problems. They get to know you and personalize your care. And they connect you with the right services for routine and specialty care when needed.
- In fact, your provider guides a whole team focused on helping you set realistic goals to manage health issues and stay well.
- The team includes advance practice providers, resident doctors, clinical pharmacists, care coordinators and medical assistants.

What is a PCP?

- Think: family practices, internal medicine or general pediatrics.
- The stakes are never higher than when it comes to your healthcare needs. That means having a relationship with someone who knows you. And you know them.
- Primary care gives you the advantage of having a physician who knows you. They provide:
  1. Preventive healthcare
  2. Care if you become ill
  3. Advice regarding the need to see a specialist

How do I get a PCP?

Through our My Pay + Benefits package, it's easy to find a primary care physician you and your family can trust. EHP members are able to choose PCPs from the Tier 1 list of providers.

Seeing a provider in **Tier 1** means you do not have to pay a deductible, copay or coinsurance. (What a deal!) Tier 1 comprises PCPs at Cleveland Clinic hospitals and other ambulatory centers.

Finding a PCP is simple. Visit the **“Find a Practitioner” section** of the EHP website. From there, you can either search for a provider by name, or perform an advanced search by location in proximity to you.

Want to learn more? Call the ONE HR Service Center at 216.448.CCHR (2247) and press option 2.