Blue Shield Email Template for IFP Brokers

Subject: PCP – How to Change it

***This is a suggested template. Please edit to personalize for your business.***

**Subject:** Need to select or change your Primary Care Doctor? Here’s how

Dear <Client First Name>,

Thank you for being a valued Blue Shield member! If you ever need to **select or change your Primary Care Physician (PCP)**, you can do so easily through your online account **or Blue Shield’s Mobile App**.

**Need help?** Watch this [video walkthrough](https://player.vimeo.com/progressive_redirect/playback/1009300075/rendition/720p/file.mp4?loc=external&signature=b8ba3a70adf95799ab58719a0e9719749b09dea99c8bb3e9280295b28d67b60b) or follow the steps below.

**How to select or change your PCP:**

1. **Log in** to your online account at <http://www.blueshieldca.com/login>.
2. Your **current PCP** (if assigned) will be listed on the **welcome screen** at the center of the page.
3. Click “**Change PCP**” to search for a new doctor.

* The **Find a Doctor** tool will open. You can **search by name or category**.
* Click the doctor you want to select. A new screen will pop up where you can **confirm your selection**.
* Please note, changes made through **Find a Doctor** take effect on the first of the following month.

1. If you select “**Manage Family Access**” and link your dependent’s account, you can:

* Change doctors for your dependents
* View and manage claims
* See the entire family’s plan details, benefit information and accumulations

Please note, for dependents 12 and over, the dependent needs to approve access

**You can change your PCP at any time** to better fit your healthcare needs.

If you have any questions, feel free to contact our office at <(xxx) xxx-xxxx>.

Best,

<Broker Name>

<Broker Phone Number>