

Primary Care and Prevention Focused Care Model (PCPFCM)

Frequently Asked Questions



What is the Primary Care and Prevention Focused Care Model (PCPFCM)?

Your relationship with your Primary Care Provider (PCP) is critical to your overall health. With an emphasis on preventive care and the resources you need to attain and maintain your health, our new primary care model creates a partnership between you and your primary care provider. Your PCP will have a view into all the care that you need and who is best to provide that care, including important screening tests to stay healthy.

I do not have a Primary Care Provider (PCP). Should I get one?

Yes! Having a PCP is one of the most important health care decisions you can make. Your PCP is your starting point for getting the care you need and keeping you healthy. You can check out our [Find a Provider Tool](#) to look for PCPs near you or you can reach out to member services for assistance in selecting a PCP.

I had a PCP assigned to me; can I change to another PCP?

Yes, you can change your PCP at any time. You can find the [form](#) on our website or call us, and we can help you find a new PCP. Check out our [Find a Provider Tool!](#)

What kind of providers can I select for my PCP? Can a specialist be a PCP?

Pediatricians, Family/General Practitioners, Internal Medicine, Obstetricians/Gynecologists, Registered Nurse Practitioners, Physician Assistant (under the supervision of a physician), and Advanced Registered Nurse Practitioners (ARNP) can all serve as your PCP.

Specialists can be your PCP for special needs upon request. Contact Member Services for more information.

Will my health benefits change under the PCPFCM?

No, your benefits will remain the same.

Do I still need to see a PCP even if I am healthy?

Yes! You should see your PCP regularly, even if you are not sick. Prevention is the key to living a healthy and happy life and important to your overall health. It is recommended to see your PCP for a wellness visit, along with age and gender appropriate screenings, on an annual basis.

What is a wellness visit?

Wellness visits are appointments with your PCP to focus on your general health and illness prevention. The importance of having a wellness visit annually is to catch potential health issues early, help you focus on maintaining wellness, and for your PCP to identify important screening tests, vaccinations, and other necessary testing you may need.

What is a Health Hero?

The Health Hero program rewards you for taking charge of your own health.

You can become a Health Hero by completing your Welcome Call (for new members), completing your Health Risk Assessment (HRA) with your PCP, having a wellness visit with your PCP, completing preventive care screenings as advised by your PCP and many other activities that support both your physical and behavioral health.

A Health Hero receives My Health Pays® reward dollars for completing these healthy activities. These can be used to shop for everyday items at Walmart!

You can learn more about how you can be a Health Hero and the rewards you can earn in your [Member Handbook](#).

What is a U.S Preventive Services Task Force (USPSTF) Screening?

The U.S. Preventive Services Task Force (USPSTF) works to improve the health of people nationwide by making evidence-based recommendations on effective ways to prevent disease and prolong life.

The USPSTF ranks preventive services based on the benefits to people receiving these screenings.

Preventive services with a “grade” of A or B, like breast and cervical cancer screenings, will be covered under these rules.

You can receive a reward for completing at least 3 USPSTF A or B screenings (\$10*) with your PCP at least annually. Your PCP will determine which age and gender appropriate screenings are right for you. Maximum of 3 rewards annually for \$30.00.

*Some restrictions apply

What is a Health Risk Assessment (HRA) and why do I need to complete it?

The Health Risk Assessment (HRA) is a series of questions that your PCP will review with you. These questions will help your PCP to identify your specific care needs so that you can work together to support your health.

HRAs are recommended to be completed with your PCP once annually.

I called NHHF to do my HRA and was told my PCP would do that with me. Do I receive a reward if I complete it with my PCP?

Yes! When you complete an HRA with your PCP and they submit a claim for that, NHHF will reward you for completing that HRA. You can complete the HRA at the time of your visit, or you can print an HRA form from our website and bring that to your appointment. You will receive \$10 for completing your annual HRA with your PCP.

What else can my PCP help me with?

In addition to you working with your PCP for your annual wellness visit, completing your HRA, and getting your preventive services and screenings, your PCP can also help you with lifestyle counseling, comprehensive medication reviews, and care coordination.

Completing your annual wellness visit and annual HRA with your PCP will help them to determine how they can assist you best in these additional ways.

How do I get started in the PCPFCM?

Your first step is making sure we know who your PCP is. If you do not have a PCP, contact us and we will help you find one.

Next, contact your PCP to schedule an annual wellness visit or contact us so that we can help you schedule your visit.

By choosing a PCP and scheduling your wellness visit, you can be a Health Hero!

Why am I getting calls from NHHF about my PCP, or my wellness visit or my HRA?

Your health is important to us! We want to help by making sure you have the correct PCP on file since this is the starting point for getting the care you need and staying healthy. If you receive a call from us about your PCP, it is important to verify that we have the correct PCP on file or we can help you select one.

Since you and your PCP are a “dynamic duo” for your health, we also want to help remind you when you haven’t had a wellness visit or completed an HRA in over a year. These are both vital to ensuring you get the care you need, when you need it. If you receive a call from us about your wellness visit or HRA, reach out to your PCP to schedule an appointment. We can also assist you in scheduling an appointment if you need help.

Our new primary care model creates a partnership between you and your primary care provider and any phone calls you receive from NHHF about your PCP, wellness visit or HRA are our way of helping to strengthen that partnership so you can get the care you need and stay healthy!