

# Important first steps for you to take.

Welcome to the Martin's Point US Family Health Plan. We're here to help you stay as healthy as you can be. As a new member, it's important for you to take these few steps to ensure you get the best care possible.

## **Create your member portal account.**

Your referrals, authorizations, and explanation of benefits documents are available online through your Member Portal. You can also download or reorder your Member ID card, indicate/update your Primary Care Provider selection, and send secure messages to your Member Services team. Sign up at [martinspoint.org/memberportal](https://martinspoint.org/memberportal).

## **Establish care with a primary care provider.**

Schedule your initial appointment with a network Primary Care Provider (PCP). Your PCP will help you fully access your benefits and ensure a coordinated approach to your care, including managing referrals to specialists.

If you haven't already, notify us of your chosen PCP through your Member Portal or by contacting Member Services to avoid potential higher out-of-pocket costs for specialty services.

Remember to transfer your medical records if switching to a new PCP and request new, 90-day prescriptions for any long-term medications to be filled through the Martin's Point Mail-Order Pharmacy.

## **Confirm referrals for specialty care.**

Specialty care requires a referral from your PCP, otherwise you could incur higher cost shares (see [martinspoint.org/pos](https://martinspoint.org/pos)). You can check the status of referrals through the Member Portal. You can find in-network specialists at [martinspoint.org/usfhpnetwork](https://martinspoint.org/usfhpnetwork) or by calling Member Services.

If you have any questions regarding this information, please call US Family Health Plan Member Services, toll-free, at 1-888-674-8734 (TTY: 711).