



## Primary Care Case Management (PCCM) Questions and Answers

**Question:** What is PCCM?

**Answer:** Primary Care Case Management (PCCM) helps members and providers work together to manage a member's care. Many members are part of PCCM.

**Question:** How do I sign up for PCCM?

**Answer:** MaineCare Member Services will mail you some information. Open it right away! Read the packet and fill out the signup sheet or call our toll-free telephone number 1-800-977-6740 to sign up or for TTY, dial 711 (Maine Relay). There is a deadline. You only have a few days to sign up and chose a primary care provider, or MaineCare will choose one for you.

**Question:** What do I do once I've picked a PCP?

**Answer:** It is important to call your PCP and set up an appointment to meet them as soon as you can. There should be no cost, unless you have a copay. Your PCP will get to know you and your medical history. Your PCP helps with referrals for other services. Not seeing your PCP right away could delay you being able to see a specialist, since a referral is needed from your PCP.

**Question:** What should I bring to the first visit with my PCP?

**Answer:** After you sign up, you will get a letter with your primary care provider's name and phone number. You must take this letter and your MaineCare card with you to your first appointment with your new provider. If the primary care provider on your letter is not the provider you want, call MaineCare Member Services right away. We can help you change to the primary care provider you want. Bring your MaineCare card to all MaineCare appointments.

**Question:** What if I need to see a specialist?

**Answer:** You and your primary care provider will work together to get the care you need. Sometimes you may need to see another doctor or specialist, like the heart doctor. If you do need to see another doctor, your primary care provider must refer you (give you the OK). He or she will give you a form to take to the other doctor. This form is called a referral. If you do not get a referral from your primary care provider, MaineCare will not pay the bill.

**Question:** Can I go the emergency room?

**Answer:** When you think it is an emergency, you can go the emergency room at the nearest hospital. You do not have to call your primary care provider first. To get emergency care, call 911 or the local emergency number for where you are. An emergency is any health problem (physical or mental) that could cause serious harm if not treated quickly. Here are some types of emergencies:

- Attacked by a person or animal
- Bad burns
- Broken bones
- Chest pain
- Fainting or dizziness
- Harmful thoughts or feelings toward yourself or others
- Head injury
- High fever
- Inability to move or speak
- Mental confusion
- Neck pain with a change in feeling in your arms, hands, or legs
- Poisoning
- Problems breathing
- Severe bleeding
- Severe injury
- Sudden or severe pain

**Question:** If I get sick and it is not an emergency?

**Answer:** Call your primary care provider anytime, 7 days a week, 24 hours a day. If he or she is not there, someone else will help you, or an answering machine message will tell you what to do. Do not go to the emergency room for regular medical care.

**Question:** Who do I call with questions?

**Answer:** Call MaineCare Member Services at 1-800-977-6740 Option 2 or for TTY, dial 711 (Maine Relay). Office hours are Monday through Friday, 7:00 a.m. to 6:00 p.m.