

How members can change their PCP

The relationship between members and their PCP is important. If a member wants to change their PCP, they can find a new one by:

1. Using the *Find a Doctor* tool at [anthem.com/ca/medi-cal](https://www.anthem.com/ca/medi-cal) to access the doctor's location, the type of care they provide, and the languages they speak.
2. Viewing the provider directory booklet. Members may ask for a mailed paper copy by calling the Customer Care Center.

Members can make the switch by logging in to their secure account at [anthem.com/ca/medi-cal](https://www.anthem.com/ca/medi-cal), or by calling the Customer Care Center toll free at **800-407-4627 (TTY 711)** or **888-285-7801 (TTY 711)** for members in Los Angeles, Monday through Friday from 7 a.m. to 7 p.m. The PCP's name and phone number are included on the member ID card.

Resources for members

Telehealth

You can use telehealth apps to speak to members through video chat on their smartphone, tablet, or computer with a webcam. Anthem Blue Cross covers telehealth appointments. When your office is closed, members can use LiveHealth Online* to video chat with a doctor 24/7. Members can register for LiveHealth Online by visiting livehealthonline.com.

24/7 NurseLine

If members have nonemergency health questions, they can call the 24/7 NurseLine to talk to a nurse anytime, day or night at **800-224-0336 (TTY 711)**.

Health A to Z

Health A to Z is an online resource with health topics, symptom description, and interactive tools to help with healthcare decisions. Learn more at [anthem.com/ca/medi-cal](https://www.anthem.com/ca/medi-cal).



Email is the quickest and most direct way to receive important information from Anthem Blue Cross.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3ILgko8>).

*LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

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