

Access to Specialists

During your care, you may have different care team members. Your care team may include different specialists that each play a role in your care journey. Sometimes, your doctor may want you to see a specialist for special care. For example, kidney disease, heart failure, physical therapy, or more. We believe everyone should be able to get the care they need. If you have a hard time finding care, we want to help. Teamwork is an important part of your care. Your best health happens when your doctor, specialist and you are all on the same page.

These tips may help:

- Talk to your primary doctor. Your doctor can work with you to find the specialists you need. They can make a referral to a specialist for you. Call your doctor if you have not heard back about your referral after a week.
- If you have questions after your specialist appointment or need help scheduling another appointment, contact your primary care physician.
- While at your specialist appointment, request care and medication information to be sent directly to your primary care physician.
- Visit our website at www.cnchealthplan.com to locate a specialist within your area. Note: All providers listed on the website are contracted with Care N' Care.
- Ask your specialists if they offer telehealth or virtual visits. You may even be able to get an appointment sooner than you expect.
- Ask your specialists if they have an online patient portal. This is a great way to stay in contact with your care team, check lab results, and more.



Reference: American Academy of Family Physicians, 2010: Five Ways to Improve Access to Care; <https://www.aafp.org/fpm/2010/0900/p48.html>

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