Independent Clinics
OF WASHINGTON

How to Change your Primary Care Provider

1. Call UnitedHealthcare (UHC) directly at (800) 950-9355 TTY 711.

2. Let the UHC customer service representative know that you want to see your new PCP immediately and that you need the change to be effective the 1st of the current month.

3. **Collect the following information:**
    i. The <u>name</u> of the person you spoke with on the phone
    ii. The <u>date and time</u> of the call
    iii. Collect the <u>call reference number</u> from the UHC customer service representative

4. Provide the information you collected to either:
   a. The front office staff of your provider so they can assure your requested PCP change has been made.
   b. Or call the ICW Medicare Line at **206-878-1985 ext. 246**