

Blue Shield Email Template for IFP Brokers

Subject: PCP – How to Change it

This is a suggested template. Please edit to personalize for your business.

Subject: Need to select or change your Primary Care Doctor? Here's how

Dear <Client First Name>,

Thank you for being a valued Blue Shield member! If you ever need to **select or change your Primary Care Physician (PCP)**, you can do so easily through your online account or **Blue Shield's Mobile App**.

Need help? Watch this [video walkthrough](#) or follow the steps below.

How to select or change your PCP:

1. **Log in** to your online account at <http://www.blueshieldca.com/login>.
2. Your **current PCP** (if assigned) will be listed on the **welcome screen** at the center of the page.
3. Click "**Change PCP**" to search for a new doctor.
 - The **Find a Doctor** tool will open. You can **search by name or category**.
 - Click the doctor you want to select. A new screen will pop up where you can **confirm your selection**.
 - Please note, changes made through **Find a Doctor** take effect on the first of the following month.
4. If you select "**Manage Family Access**" and link your dependent's account, you can:
 - Change doctors for your dependents
 - View and manage claims
 - See the entire family's plan details, benefit information and accumulationsPlease note, for dependents 12 and over, the dependent needs to approve access

You can change your PCP at any time to better fit your healthcare needs.

If you have any questions, feel free to contact our office at <(xxx) xxx-xxxx>.

Best,

<Broker Name>

<Broker Phone Number>