



patient-centered
medical home



Frequently asked questions about PCMH



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Blue Cross
Blue Shield
of Michigan

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association



“health care
centered on you,
the patient”

What's that?

You may have heard a health care term floating around lately on the Internet, in the news or in health care settings. Patient-centered medical home is creating a lot of buzz.

Let's start with what it's not:

It is not the home you live in or anyone else's home. It is not a separate medical facility. You can't drive down the street and find a building with a "medical home" sign over the door.

What it is:

The patient-centered medical home is health care centered on you, the patient. It is a partnership between you and your doctor. Your doctor leads a team of health care professionals in a medical practice committed to improving your overall health and to helping you reach your health goals.

Instead of just being treated for a problem here and there without making a connection between symptoms, the patient-centered medical home focuses on connecting the dots and coordinating care.

Your health team may consist of your primary care doctor, nurses, specialty physicians, pharmacists, dieticians, care coordinators and others depending on your needs.

For example, do you want to quit smoking? Better control your diabetes or asthma? Lose weight? Manage your stress? Your medical home doctor will put the right team in place for you.



Q. Are there advantages for me?

The team in your patient-centered medical home looks at your whole health picture. They spend more time with you at your visit. PCMH aims to prevent problems from occurring and put control of your health where it belongs — with you and your team.

Because they know you, it is easier to get care when you need it. You have 24-hour access to your medical home. If you have a health problem in the middle of the night, your patient-centered medical home team is available, possibly helping you avoid a trip to the emergency room.

Your doctor's office will follow-up with you after your visit to see how you're doing, or remind you to schedule tests that help manage your conditions.

If you need a specialist for a specific condition, your patient-centered medical home will help you find the right specialist for your needs. Because all your tests and treatments by other doctors have been sent to your primary care doctor, you have a centralized home for your medical history. You won't have to re-explain every symptom and test result each time you visit your doctor.

Q. Will this change my copayments?

Doctors participating in the Patient-Centered Medical Home Program are eligible for higher payments from the Blues for certain services. If you have a percentage copay benefit design — instead of a specific dollar amount — for services like office visits, you may have a slightly higher copay when you see your PCMH doctor.

Q. How do I find doctors that are part of a patient-centered medical home?

There are more than 2,500 physicians throughout Michigan participating in the Blue Cross Blue Shield of Michigan Patient-Centered Medical Home Program. It's the largest program in the nation, and more physicians will be added each year. You can find a list of designated doctors on bcbsm.com. Click on *Find Doctor* at the top of the home page, then you will see a directory that you can click to find a PCMH doctor near you.

Q. Do I see the entire team at my appointment?

You make an appointment with your patient-centered medical home doctor. Your doctor's office will coordinate any care needed from other team members.

Q. Can I see other doctors who are not part of my patient-centered medical home?

Yes, unless your benefit plan requires you to receive care from a designated patient-centered medical home doctor.

Q. Can I ask my doctor to join a patient-centered medical home program?

Doctors must meet certain requirements to be designated as patient-centered medical home practices. Your doctor can find information on bcbsm.com or valuepartnerships.com about these requirements.