



How to Change Your Primary Care Provider

Have you decided to switch to another Primary Care Provider (PCP)? Fortunately the process is really easy. Visit www.BlueConnectNC.com to create an account or to log in and follow the steps below. You may also call customer service directly.

- 1 Click the button that says “Make Changes to Your Plan.”
- 2 Click “Primary Care Provider.”
(Found on the right side of the screen)
- 3 At this point your current PCP should be shown. Now, click the link that says “Change Selection.”
- 4 Find the drop down menu that says “Browse by Category” and choose “Adult Primary Care.”
- 5 A list of providers within 25 miles of your location will appear. Find the PCP you would like to choose and click on their name.
- 6 Review the provider’s information to confirm they are the one you want to choose. Then click “Select as PCP,” which will be seen right next to the providers name.

That’s it! Your provider will be updated in our system.



Questions?

If you have any questions or need help changing your PCP, please call Customer Service using the number on the back of your Member ID card.



These instructions are for current Blue Cross NC Medicare members only.

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