

November 1, 2024

Dear Provider:

Starting November 1, 2024, MetroPlusHealth member ID cards for newly enrolled members or reissued member cards, will no longer reflect Primary Care Provider (PCP) names for the following plans:

- Essential Plans
- Child Health Plus
- Managed Medicare
- Marketplace Health Plans (QHP)
- MetroPlusHealth Gold
- MetroPlusHealth GoldCare

Providers can confirm the PCP of record in the provider portal - <https://metroplushealth.my.site.com/Providers/s/login/>. Plan eligibility should be verified before the member's appointment.

Plans that will continue to carry the PCP name on member ID cards are Medicaid, HARP, and PIC (HIV-SNP) plans.

How will this affect members?

The process for members changing their PCP will remain the same. They can submit a request via the Member Portal. Members can also get answers about copays by calling Customer Service.

If you have any questions, please call 800.303.9626.

We want to thank you for your commitment to providing quality care to our members, and for your continued participation with MetroPlusHealth.

Sincerely,
Provider Network Operations