



BlueCross BlueShield of Western New York

## **Working with your doctor**

Health care can be overwhelming. At BlueCross BlueShield, we're here to help you stay on top of it. That includes helping you work with the doctors and specialists you see. When you get care from more than one doctor, it's important they work together to coordinate your care.

When your doctors work together, it helps prevent:

- Harmful drug interactions.
- Drug overdoses.
- Worsening symptoms.
- Extra time at the doctor's office or hospital.
- Tests you may not need.

## **How can you help?**

You can help your doctors work together by:

- Telling them about other doctors you see.
- Talking to them about other treatments you're getting.
- Signing release forms that give your doctors permission to talk to each other about your care.
- Keeping your appointments.

You should also tell your doctors when:

- You start seeing a physical or mental health specialist.
- There is a change in your health or treatment plan, like:
  - Your medications change.
  - You become pregnant.
  - You stop getting services from one of your doctors.
- You get care at a hospital or an urgent care center.
- You get lab tests, X-rays, or exams like colonoscopies and mammograms.

**Questions?** Ask your doctor how you can work together to coordinate your care at your next visit. Your doctor will help answer your questions and make sure you get the right care for your needs.

For questions about your plan, call Member Services at 1-866-231-0847 (TTY 711) Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

**[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)**

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