Enhanced Personal Health Care

We're helping doctors focus on the quality of care they give. These doctors won't just treat illnesses; they'll try to prevent them and work with you to keep you healthy. They'll know your history, your specialists, your medications, and they'll coordinate your treatment with other doctors and health care providers. They'll get you the care you need when you need it, even after hours. That way, they can take more time to listen to you so you don't feel as rushed.

How does Enhanced Personal Health Care work?

We help the doctors who are part of Enhanced Personal Health Care treat you as a whole person — not as a sore throat or a backache.

We do this by giving your doctor tools and information to help you make the best decisions for your health care together. And we encourage your doctor to be available by phone or email, so you don’t need an office visit when you just want to ask a quick question. If you do need to see a doctor, you may be able to see one when it’s best for you — early mornings, evenings or weekends. This is the kind of approach to care that a lot of the primary care physicians (PCP) in our networks give.

Why do you need a PCP?

Whether you go to your doctor rarely or often, you should find a PCP you like and trust. Your PCP will be there for you whenever you need care, focusing on your “whole” health — not just your symptoms. This doctor knows you well, understands how you want to get care and will work with other health care providers when you need more care. Your PCP will also focus on preventive care and wellness to keep you healthy.

An Enhanced Personal Health Care PCP:

- **Gives you care that doesn’t just treat an illness; it also helps prevent it.** Your PCP wants you to get healthy and stay that way, and that includes making sure there are no gaps in your care. Things like, did you get the treatment you were supposed to have? Do you need your yearly exam? Are you overdue to have your eye exam?

- **Gives you personalized care that helps you get the care you need.** Your PCP helps set up any appointments with specialists and follows up with those doctors to make sure you get the care that’s right for you. We’ll do our part by letting your PCP know if you’ve ever gone to the emergency room or had to stay in the hospital for care.

- **Is a real partner in your health.** Your PCP wants to get to know you and answer your questions. We provide support and resources to help with that.

- **Offers lots of ways you can get care.** There’s more to your care than an office visit. You may be able to use online access for Web visits or see your doctor during extended office hours.

Looking for a doctor who’s part of our Enhanced Personal Health Care approach?

Use the Find a Doctor tool at anthem.com/statect or call the State of Connecticut Enhanced Member Service Unit at 1-800-922-2232.