

PCP Visit Checklist

Tips for a Successful Visit with Your Primary Care Provider

Preparing for an appointment with your Primary Care Provider (PCP) is your first step toward improving your overall health. Use this checklist to make a list of topics to discuss. Remember to schedule a follow-up visit with your PCP after an emergency room visit or hospitalization.

Make note of these important things to tell your doctor about:

- Any health or life changes since your last visit
- Any symptoms you are experiencing
- Any recent visits to the emergency room or hospital
- List your current medications including: prescription, over-the-counter and supplements; ask about any interactions; download a tracker at [MedMutual.com/MedicationList](https://www.MedMutual.com/MedicationList)
- All other doctors, specialists and mental health providers that provide care for you

Medication review checklist:

- Do you have any problems getting or taking your medications?
- Do you take medications to manage pain? Review pain management strategies with your PCP.
- If you refill your maintenance medications every month, would switching to a three-month refill or a mail order pharmacy be better suited for you?

Physical health checklist:

- Do you ever feel unsteady or need extra support while walking? Have you had any recent falls?
- Does your health restrict daily activities like cooking, cleaning, bathing or exercise?
- What is your energy level? How much and what type of exercise is right for you?
- Any issues with bladder control (incontinence)? Does it keep you from exercising, socializing, or sleeping?

Emotional health checklist:

- Are you having any anxiety, stress or problems sleeping?
- Any problems with memory loss?
- Do you have any concerns about substance, e.g., tobacco, vaping, drugs or alcohol, use for yourself or a loved one?
- Have you been feeling sad, hopeless or find yourself crying often?
- Are you feeling lonely or isolated? Who is there to support you? Do you feel safe?

Important health checks you and your doctor should complete:

- Check your weight
- Check that your blood pressure is at a healthy level
- Check that you are up to date on immunizations/shots, including a flu shot and COVID-19 vaccines
- Check if you're due for any screening tests like mammograms or colonoscopies, and bone density tests
- Ask about a hearing test
- Check whether you are due for routine lab work

If you have diabetes, talk to your provider about:

- Hemoglobin A1c tests (HbA1c)
- Foot exams
- Cholesterol checks
- Kidney health monitoring
- Eye exams to check for diabetes related changes
- Statin medications, even if your cholesterol levels are normal

Schedule Your Appointment

If you need help finding a PCP or are having trouble getting an appointment, call Customer Care toll free at the number listed on your member ID. Representatives can answer questions about the programs and services available to manage your health. That includes benefits available after an inpatient hospital stay, like transportation and home meals. Visit [MedMutual.com/TelehealthFAQ](https://www.MedMutual.com/TelehealthFAQ) to learn more about telehealth.

Other Resources Available for MedMutual Advantage Members

Case Management

The case management process provides cost-effective options for selected members with complex medical and social needs. For a Medicare Advantage Case Management referral, call 1-855-887-2273.

Chronic Condition Management Program

This program can help you receive the care you need for conditions like hypertension, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease (COPD), asthma and diabetes. Take advantage of digital/telephonic health coaching by calling toll free at 1-800-590-2583 (TTY:711 for hearing impaired), Monday through Friday from 8 a.m. to 4 p.m.

24/7 Nurse Line

Medical Mutual's Nurse Line is available 24 hours a day, seven days a week. If you have questions about symptoms or any health issues, call and speak to a registered nurse toll free at 1-888-912-0636 (TTY: 711 for hearing impaired) and they will answer your questions and guide your care.

QuitLine

If you struggle with tobacco use, call Medical Mutual's QuitLine toll free at 1-866-845-7702 (TTY:711 for hearing impaired) 24 hours a day, seven days a week. You will receive support from a Quit Coach, as well as a supply of nicotine-replacement therapy at no cost to you.