

Yale HEALTH

Yale Health New Member Bulletin Information To Help You With Yale Health Membership



The Yale Health New Member Bulletin is a communication for New Members that is sent out periodically with detailed topics related to Yale Health coverage.

This Bulletin's Topic: Primary Care and MyChart

Primary Care Provider (PCP) and Your Primary Care Team

Your primary care provider (PCP) is the medical professional who knows you best and coordinates all of your care. We believe that a close relationship with your PCP plays an essential role in providing efficient and personalized care. Your PCP is part of a clinical team that consists of:

- doctors
- nurse practitioners
- physician associates
- nurses
- medical assistants
- clinical receptionists

Together this team collaborates to provide the care you need, answer your questions between visits, and coordinate specialty care.

We encourage you to see your PCP for most of your scheduled and unscheduled care. When this is not possible, you will have access to other clinicians on your primary care team. Team members communicate important information through our shared electronic health record.

A PCP in [Internal Medicine](#) is assigned to you upon enrollment in Yale Health. Female members are also assigned a PCP in the [Ob/Gyn Department](#) (referrals are not needed for Ob/Gyn visits). Children are assigned a PCP in the [Pediatrics Department](#). When you call to make an appointment, the scheduler can let you know the name of your PCP.

If you would like to choose a different PCP, contact [Member Services](#) at 203-432-0246 to review the list of available providers accepting new patients.

Always Begin With Primary Care

Your PCP will refer you to additional care when needed (i.e. with specialists, etc). Referrals are required for care above primary care and must be approved for coverage. You may read more about [Referrals](#) here.

Please note: referrals are not required for [Ob/Gyn](#) or [Behavioral Health](#) appointments, and you may call them directly to set up care. To view the departments that need referrals, please refer to the [Department List Page](#).

MyChart

MyChart is your personal health record and secure online connection to your medical information.

With MyChart you can:

- Schedule and cancel appointments
- Request appointments.
- Access your test results.
- View allergies and medications.
- View Visit Summary Notes after appointments.
- Communicate with your providers.
 - *MyChart communications with providers should pertain to non-urgent medical issues only. Messages are monitored weekdays only. Any **urgent** non-emergency medical issues should be directed to the [Internal Medicine](#), [Pediatrics](#)(for children), or [Acute Care](#) nurses at Yale Health via telephone. **In an emergency, call 911.***
 - *Any questions regarding coverage, billing, claims, or referrals may begin at [Member Services](#).*
 - *If you find that you actually have two or more questions for your provider, it is most likely better for you to make an appointment to address your questions more effectively. Please remember that we currently offer face-to-face visits in the office, as well as telemedicine visits. Non-urgent appointments can be requested through MyChart or by calling the [department](#).*

To set up your Mychart account, you will need an activation code. Since MyChart is considered your personal medical records access, for HIPAA privacy purposes, an activation code can only be emailed after verification of identity in person (i.e., at an in person appointment) or by calling MyChart directly at 203-688-5101 and answering identifying questions. You may also email [MyChart Support](#) with any questions regarding MyChart.

You may request Proxy Access to your dependent's information through your MyChart account or with a minor proxy form or adult proxy form. [You may find more information on proxy access and the forms, including where to send them, here.](#)

Have questions about your membership coverage, or wish to discuss your new Yale Health membership? [Click here to schedule a new member meeting with the Member Liaison via telephone or Zoom.](#)

Call first before you come in
Call your primary care provider

Yale Health

55 Lock Street

P.O. BOX 208237

New Haven, CT 06520-8237

Acute Care 203 432 0123

Member Services 203 432 0246

better together
  

This email was sent by: Yale Health
P.O. BOX 208237, New Haven, CT, 06520-8237 US