



New eForm Process for Requesting PCP Changes

Neighborhood News – January 2023

Last year, Neighborhood was excited to update our PCP change process to remove the “head of household” signature requirement. This update greatly increased efficiency and satisfaction by permitting the PCP Change Form to be submitted by the provider’s office on behalf of a Neighborhood member.

Now, Neighborhood is happy to announce even more good news about our PCP change process. Available immediately, providers can submit for PCP changes using a newly created electronic form (eForm).

Efficient – Effective – Easy!

The PCP Change eForm must be completed by the provider (or office representative) who the member has requested be their new PCP.

- The new [PCP Change eForm](#) is a “smart form” so a user only needs to enter the new provider’s NPI number and the PCP name and location(s) will automatically populate. Likewise, by entering a member’s ID number and date of birth, the rest of the member’s information will automatically populate in the eForm.

Member Information (Required)

Member information will populate after entering Member ID# and DOB

Neighborhood Member ID #	Member DOB (mm/dd/yyyy)	Date of Service (mm/dd/yyyy)	Member Name	Member's Plan Name	Active
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> ⊕

You can add as many as 3 members in a single submission. Just click the ⊕ symbol to add another row.

- The PCP Change eForm can be used by providers with a closed panel who are willing to accept an established patient’s sibling.
- After submitting the PCP Change eForm, providers will receive an email confirming their submission and can verify the request was completed in NaviNet after one business day.

Save time and ensure your submission is complete and receive by using the [PCP Change eForm!](#)

All Neighborhood forms can be found on our Neighborhood website via the following path:

www.nhpri.org/providers → [Provider Resources](#) → [Forms](#)