Your ROADMAP to health

1. Put your health first.
   - Staying healthy is important for you and your family.
   - Get a regular check-up.
   - Keep all of your health information in one place.

2. Understand your insurance plan.
   - Check with your insurance plan to see what services are covered by your plan.
   - Be familiar with your copayments, deductibles, and coinsurance.
   - Know the difference between in-network and out-of-network.

3. Find a provider.
   - Ask people you trust.
   - Check your plan’s provider network.
   - If you are assigned a provider, contact your plan if you want to change.
   - Do research on the internet.

4. Make an appointment.
   - Mention that you are a new patient.
   - Provide the name of your insurance plan.
   - Tell them the name of the provider you want to see and why you want an appointment.
   - Ask for days or times that work for you.

5. Be prepared for the first visit.
   - Have your insurance card with you.
   - Make a list of any medicines you are currently taking.
   - Bring a list of questions and things to discuss with the provider and write notes during your visit.
   - Bring someone with you to help if you need.

6. Decide if you like the provider.
   - You should feel comfortable with who you see.
   - You should understand and be able to communicate with your provider.
   - Remember: It is okay to change to a different provider!

7. Next steps after your appointment.
   - Follow your provider’s instructions.
   - Fill any prescriptions you were given.
   - Schedule a follow-up visit if necessary.
   - Contact your insurance plan or provider with any questions.

Developed by the MITRE Corporation and the RAND Corporation for CMS.