How to Select a Primary Care Physician (PCP)

As of January 1, 2018 Trinity Health is requiring that all colleagues and their family members covered by one of Trinity Health’s employee benefit medical plans elect a Primary Care Physician. Please follow the steps below to select a PCP.

**Step 1:** Log into your Aetna Navigator Account or follow the prompts to create a new username and password at www.Aetna.com

**Step 2:** Once logged into your secure account click on the PCP choose/change link below

**Step 3:** Select your Regional Health Ministry and appropriate network from the drop down menu. Once you have elected your ministry, click “Update my View” and you can begin your search for providers.

**Step 4:** Under the Primary Care Providers tab you will find a link to select a doctor. You will need to select a PCP for every member covered under your Trinity Health medical plan. Each dependent will be listed under the member drop down, just click on the blue arrow to show the dependents covered under your plan.

You will be able to search for a specific provider or you can look up all PCPs close to your home zip code by searching for all PCPs.
Step 5: Once you find the provider you would like to choose, click on the “Make My Primary Care Doctor” link.

Step 6: You will need to confirm your email address so that a confirmation of your PCP selection can be sent to you. You can use a personal or work email. Check the box to “Save this as my primary email address” and click confirm.

Step 7: A summary of the changes will show. If correct, hit submit.

Step 8: You will receive a confirmation that your PCP has been selected/changed. To continue electing PCPs for all members under your plan click on the “Change Primary Care Doctor for other Members” link to repeat steps 4 through 7 for all covered dependents. Once you have selected a PCP, a new ID card will be mailed to you. Please try to elect all covered member’s PCPs at the same time to avoid multiple ID card mailings.

Please note if you do not select a PCP within 30 days of coverage, one will be selected for you.