How to find/update your PCP in OnlinEnroll

uhc.workterra.net
**STEP 1**

Login to the OnlinEnroll site at [uhc.workterra.net](http://uhc.workterra.net):

- **USERNAME**
  - First initial of your first name, your full last name (no hyphens, apostrophes, spaces or titles), last four digits of your SSN
    - Example: if your name is John O’Brien-Johnson, Jr. and the last four digits of your SSN are 1234, your user name would be “jobrienjohnson1234”

- **PASSWORD**
  - If you are logging on for the first time, the password is the first five digits of your SSN.
  - Otherwise, it’s the new password that you had created previously.

- **COMPANY CODE**
  - Rhode Island (space between “Rhode” and “Island” is required)
**STEP 2**

Upon logging in, if you are taken to the “Employee Home Screen/Dashboard”, click on the “Change Open Enrollment Elections” link on the top right. If you are taken to the “Welcome Page”, skip to STEP 3.

![Image](image)

**STEP 3**

Click “Continue” or “Save & Continue” on the Welcome Page, Demographics Page, Spouse Page, and Child Page to get to the Medical enrollment page.

**STEP 4**

Find the medical plan you enrolled in previously and click “PCP Information” in the bottom left of the medical plan box.
NOTE: You will now be prompted to select a PCP. Please follow the instructions on the PCP pop-up page exactly as noted. If you do not enter the 14-digit PCP ID correctly (with leading zeros and NO SPACES) or select the auto-allocate box, you will have your PCP automatically selected for you by UHC at the end of the enrollment period. To update your PCP after the end of the enrollment period, please contact UHC at the number indicated on your Medical ID Card.

STEP 5

To find the 14-digit PCP ID number, open a new browser window, visit welcometouhc.com and click on “Find a Doctor”.
STEP 6

If you are visiting welcometouhc.com for the first time, click on “Shopping Around” and “Not Now”

Are you a current UHC member or are you shopping for a health plan?
Would you like to log in to view personalized cost estimates?

**STEP 7**

On the “What plan are you looking for?” Page, scroll down until you find “Navigate Plus”.

<table>
<thead>
<tr>
<th>UnitedHealthcare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heritage Select Advantage – AR, GA, NC, SC, TN</td>
</tr>
<tr>
<td>Navigate HMO / Navigate Balanced HMO / Navigate Plus HMO</td>
</tr>
<tr>
<td>Navigate / Navigate Balanced</td>
</tr>
<tr>
<td><strong>Navigate Plus</strong></td>
</tr>
<tr>
<td>NexusACO Plans</td>
</tr>
<tr>
<td>Options PPO</td>
</tr>
</tbody>
</table>
STEP 8
Click on “Providers In-Network on 1/1/2019”

When will you be receiving care?

STEP 9
Make sure your PCP location is correct, then search for your PCP’s last name.

What type of Medical Care can we help you find near:
STEP 10
Click on the PCP you wish to select. Find their 14-digit ID number under the “Enrollment Information” section. Do NOT use the 10-digit NPI number from the “Overview” section.

STEP 11
Go back to the OnlinEnroll PCP page and enter your PCP's entire 14-digit ID number, with leading zeroes and NO SPACES in the space under your name or the
name of your family member. Check the “Existing Patient” box if you are an existing patient of the designated PCP.

Once you have finished entering the full 14-digit number for each covered member, click “Save”.

NOTE: You may have to uncheck the “Auto Allocate” box prior to entering the information in the “Medical Primary Care Physician Code” if it is grayed out.

**STEP 12**

Continue through the rest of the enrollment flow as needed. Once you get to the Confirmation Statement, click the “Finish” button to return to the Employee Home Page/Dashboard.
<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Employee Plan</th>
<th>Dependent Plan</th>
<th>Employee Cost</th>
<th>Dependent Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anchor Plan (Pre-tax)</td>
<td>State Police High TEST (Employee)</td>
<td>Mortisha TEST (spouse) Sally TEST (natural child) Ryan TEST (natural child)</td>
<td>$154.63</td>
<td>$618.51</td>
</tr>
<tr>
<td>Anchor Dental Plus (Pre-tax)</td>
<td>State Police High TEST (Employee)</td>
<td>Mortisha TEST (spouse) Sally TEST (natural child) Ryan TEST (natural child)</td>
<td>$12.31</td>
<td>$30.59</td>
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<tr>
<td>VSP</td>
<td>State Police High TEST (Employee)</td>
<td></td>
<td>$1.38</td>
<td>$1.76</td>
</tr>
<tr>
<td>Anchor Vision Plus (Pre-tax)</td>
<td>State Police High TEST (Employee)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Benefit Employee Cost**: $168.32

**Total Employee Cost**: $168.32

**Total Employer Cost**: $650.86

**Out of Pocket**: $168.32
Troubleshooting

When I log back into OnlinEnroll to change my PCP designation, the 14-digit ID field is greyed out like what’s shown below. What should I do?

If the ID field is greyed out:

1. Return to the Medical plans screen and enroll in a different medical plan. (You will be able to revert to your preferred plan in Step 4 below.)
2. In the PCP pop-up box, check “Auto allocation” for everyone and click “Save”.

3. When you are brought to Dental selection page, instead of proceeding with your dental selection, scroll back up to the Medical section and click on the upper-right arrow to see all your medical plan options again.
4. Select the **actual** medical plan that you want to enroll in. You will then be asked to select your PCP(s) again. This time the ID field(s) should not be greyed out, and you can designate your preferred PCP(s) (see **Step 11** on page 6 for detailed instructions). Click “Save” when you are finished.

Questions?

Contact the Office of Employee Benefits for assistance

- Email DOA.enrollmenthelp@hr.ri.gov
- Call (401) 574-8530