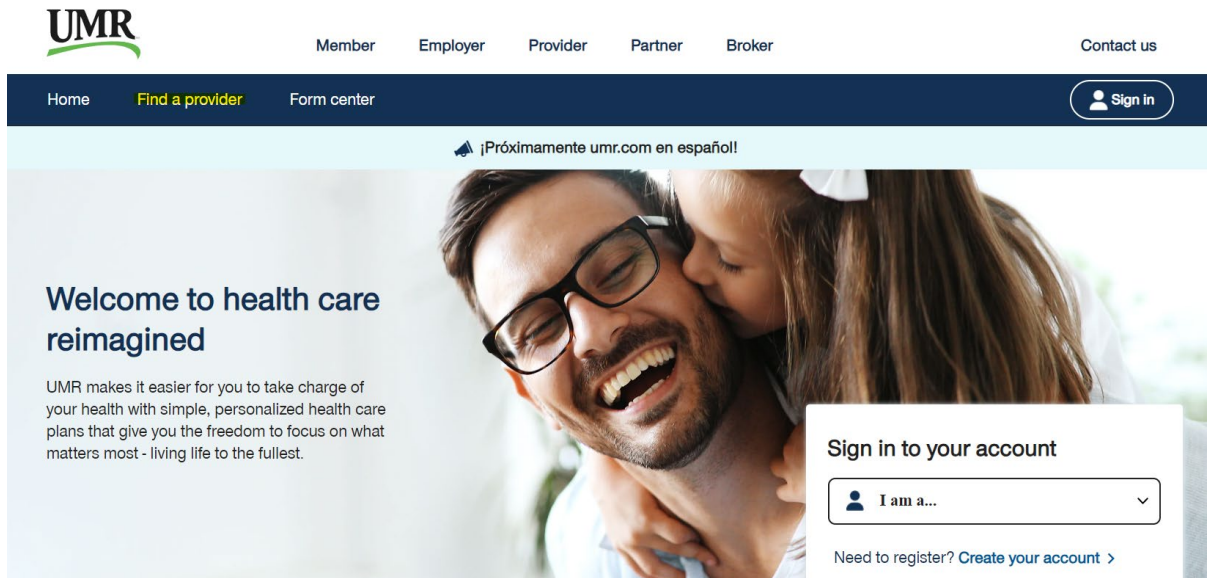


How to designate a Primary Care Provider (PCP)

1. Go to umr.com.



2. If you have not previously set up an account with UMR, click *Create your account*.

If you have previously set up an account with UMR, select *Member* from the drop down menu and then click *Sign In*.

Sign in to your account

Need to register? [Create your account >](#)


By signing into your account, you can:

- Find health care providers
- Check health care account balances
- View claims
- Update your profile

3. Sign in using your HealthSafe ID log in.
4. You will be sent to the home page of your UMR portal.

5. **If you have not yet elected a PCP**, a pop up will come up asking you to elect one. Click *Go to the Find a provider page*.

Select a primary care provider ✕



Looks like you haven't selected a primary care provider

If you wish to select a provider, you can call your agent or go to the Find a provider page.


Refer to the phone number listed on the back of your ID

Or

[Go to the Find a provider page](#)

Then, click on *Select provider* to go to the search screen.

Selected primary care provider



Looks like you haven't selected a primary care provider. If you wish to select a provider, you can use the **select provider button** to access the network directory. This will open a new window, where you can look up providers. Once selected, their information will appear here.

[Select provider](#)

Provider network ? Help


Click on the **View providers** button below to search for health care professionals in your network.

Helpful Cost Estimates


This provider search tool also shows information about the cost of care. Look for providers labeled "Premium Care Physician," which indicates the provider meets the criteria for providing quality and cost-efficient care. Click on a specific provider to view average cost estimates for office visits and treatments for illnesses and conditions within the area.

Important: Please verify the provider is still in the network prior to the member's next visit and before receiving any services.


Additional Resources



Behavioral health directory



National vendors directory



Add my provider to the network

If you have already elected a PCP but wish to change yours, there will be no pop up. Click *Find a Provider* from the myMenu options on your home screen and select *Change provider* under the Selected primary care provider section.

Selected primary care provider

Details about your selected primary care provider (PCP) are displayed below. If you wish to select a different provider, you can use the **change provider** button to access the network directory. This will open a new window to change your current PCP office location or find a new PCP.



Provider Name

Effective from: 01/01/2024

[Change provider](#)

Select the applicable option.



[Find a New PCP](#)



[Change Office Location for PCP Visits](#)

- In the search screen, search for a new primary care provider, paying attention to their Tier. Once you decide, click *SELECT PCP* under the provider's name.



O'sullivan, Monica M, MD

Internal Medicine | [SELECT PCP >](#)

11211 W Lincoln Ave
West Allis, WI 53227
4.1 Miles Away | [Get Directions](#)

(414) 454-8300 Phone
711 TTY

[Additional Locations \(1\) >](#)

- Tier 1 Provider
- Accepting All Patients
- In-Network Provider
- ★★★★★ (2)

You May Owe






--

Meets Average Cost

[View Estimate Detail >](#)

[View Services & Costs](#)

Look for the Tier 1 Provider and In-Network Provider labels. A Tier 1 Provider will have the Tier 1 Provider label. A Tier 2 Provider will only show the In-Network Provider label.

Tier 1 Provider	Tier 2 Provider
 Tier 1 Provider	 Accepting All Patients
 Accepting All Patients	 In-Network Provider
 In-Network Provider	







7. If there are multiple locations available, you will need to select one. Then click *Assign As PCP*.

Where will you visit this PCP?

We recommend calling the provider's office first to make sure they're accepting new patients.

2 LOCATIONS

ACCEPTING NEW PATIENTS

 11211 W Lincoln Ave West Allis, WI 53227	 4.1 Miles Away	 IN-NETWORK
 1350 S Sunny Slope Rd Brookfield, WI 53005	 4.8 Miles Away	 IN-NETWORK

CancelAssign As PCP

You will receive a new ID card with the updated PCP information on it. You can change your PCP at any time.

To select a PCP for a covered dependent, select their name on the left hand side of your home screen.