



# Your path, your way

## How to get started with your transition

Everyone's journey is different, and yours is unique to you. As you begin your transition, we want you to know that we're here for you every step of the way. Whether you have a question about gender affirming surgery, need to know what your plan covers or just want someone to talk to — we're here for you.

To get started, simply follow the steps on the next page.

## STEP 1

### CALL YOUR PRIMARY CARE PHYSICIAN (PCP)

Your PCP knows your health best. They can work with you to come up with a care plan for your transition. They can also let you know what documents you need for the precertification process. This may include your medical records, letters of referral from a behavioral health provider and other documents.



#### What's precertification?

Precertification is the process of finding out what services and medications are covered by your health plan. Covered services may vary from plan to plan.

Here's a [full list](#) of what's needed for precertification.

## STEP 2

### CALL OUR MEMBER SERVICES TEAM

You can find the number on the back of your ID card. Member services can help you:



Understand what's covered by your plan



Find in-network providers, such as doctors, surgeons and mental health professionals



Connect with the Special Pre-Certification Unit (SPCU), who can help you with the precertification process



## You got this

You're on an exciting journey and we're here for you.  
Just call us with any questions you may have.

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