

<b>Department:</b>	Customer Service	<b>Original Approval:</b>	02/01/2008
<b>Policy #:</b>	CS437	<b>Last Approval:</b>	01/15/2020
<b>Title:</b>	PCP Assignment		
<b>Approved By:</b>	Julie Leibbrand, Director of Customer Service		
<b>Dependencies:</b>	<i>Process a PCP Change Request procedure (CS511)</i> <i>PCP Assignments for State Programs policy (EL150)</i> <i>Primary Care Provider Assignments policy (EL286)</i> <i>Retroactive PCP Assignments procedure (EL304)</i> <i>Member Privacy: PHI Use and Disclosure procedure (CO316)</i> <i>Information Privacy: Workforce Member Responsibilities procedure (CO317)</i> <i>Substance Use Disorder Records Use and Disclosure policy &amp; procedure (CO367)</i>		

## Purpose

This policy describes how Community Health Plan of Washington’s (CHPW) Customer Service department will assign primary care providers (PCP) to a member.

## Policy

CHPW strongly encourages members to choose their own PCP.

### INITIAL PCP ASSIGNMENT

- **Medicaid:**  
In the event a member has not chosen a PCP, CHPW shall auto-assign a PCP for the member. PCP auto-assignment will be effective the 1<sup>st</sup> day of the month that the member is eligible with CHPW. Members can change PCPs as frequently as once a month unless an exception is needed.
- **Medicare:**  
In the event a member has not chosen a PCP, CHPW shall call the member at least once to ask the member which provider they would like to be assigned as their PCP. If the member has no preference, CHPW will assign a PCP for the member. PCP assignment will be effective the 1<sup>st</sup> day of the month that the member is eligible with CHPW. Members can change PCPs as frequently as once a month unless an exception is needed.

### RETROACTIVE PCP ASSIGNMENT

Requests for PCP changes will generally be effective the 1<sup>st</sup> day of the month following the receipt of the request unless otherwise specified. In some situations, PCP changes are made retroactively. Customer Service Representatives are authorized to make retroactive PCP assignments up to two months. A lead, supervisor, or manager must approve any retro request requiring a change of more than two months.

### GENERAL INFORMATION

Members will only be assigned to “open” providers/clinics (designated as accepting new patients). If the member requests to be assigned to a provider that is “closed”, the member may be assigned to that provider if the member is established with the requested provider/clinic, or if a closed practice is willing to accept the member.

Only the following individuals are authorized to select a PCP for a member:

- Member;
- Parent on the plan;
- Custodial parent of dependent;
- Legal Custodian;
- Individual named in an approved Authorization of Representation form

Providers and clinics may facilitate PCP changes with the member’s consent.

## List of Appendices

- A. Policy Change/Update Handling

## Citations & References

<b>CFR</b>		
<b>WAC</b>	WAC 182-538-060 and WAC 284-170-360	
<b>RCW</b>		
<b>Contract Citation</b>	<input checked="" type="checkbox"/> WAH	AH 10.5 Enrollee Choice of PCP
	<input checked="" type="checkbox"/> IMC	2020 IMC AH contract Section 10.5 Enrollee Choice of PCP
	<input checked="" type="checkbox"/> MA	
<b>Other Requirements</b>		
<b>NCQA Elements</b>		

## Revision History

<b>Revision Date</b>	<b>Revision Description</b>	<b>Revision Made By</b>
01/17/2008	Initial draft	L. North
02/01/2008	Approval	M. Evans
10/31/2011	Reviewed	Cheri Eriksen
11/14/2011	Approval	Mike Evans
01/24/2013	Reviewed	Beverly Reed
02/04/2013	Approval	Eileen Casper
02/04/2014	Reviewed	Jennifer Diamond
02/05/2014	Approval	Kris Pringle
02/03/2015	Reviewed	Beverly Reed
02/03/2015	Approval	Debbie McPherson

01/25/2016	Annual Review	Beverly Reed
02/03/2016	Approval	Debbie McPherson
06/22/2016	Updated Citations and References. Added Apple Health contract references, CFR references and WAC references. Deleted reference to BH, HO/SCHIP, MCS and WHP. No NCQA references found regarding general PCP change requirements.	Beverly Reed
02/01/2017	Updated header format and font to meet new Compliance requirements. Annual Review. Checked updated references and added to Dependencies.	Beverly Reed
02/03/2017	Approval	Debbie McPherson
11/15/2017	Add Policy Change Handling Process to Appendix. Contains reminder to forward updates to the Marketing Web Content Manager.	Beverly Reed
11/15/2017	Approval	Julie Leibbrand
01/31/2018	Annual Review – No changes	Beverly Reed
01/31/2018	Add more detail regarding retro PCP change requests	Lisa Mandic
02/01/2018	Added additional verbiage regarding retro PCP changes from “The Brain 2.0 – PCP Change Criteria”.	Beverly Reed
02/01/2018	Approved	Julie Leibbrand
01/25/2019	Transferred info to new template. Removed © symbol from 42 C.F.R. § 438.207 reference. Added Medicare steps and made separate sections for Medicaid and Medicare. Reviewed added content with Director of Eligibility & Enrollment for accuracy.	Beverly Reed Charyl Norwood
01/28/2019	Added IMC & Medicare to “Contract Citation” section.	Beverly Reed
01/28/2019	Approved	Julie Leibbrand
01/15/2020	Dependency updated from “Member Privacy: Workforce Member Responsibilities” to “Information Privacy: Workforce Member Responsibilities”. Removed desk procedure “PCP Assignment desk procedure (EL158)”. Removed CFR references “42 C.F.R. § 438, 42 C.F.R. § 438.207, 42 C.F.R. § 438.6(m)” because they do not specifically refer to provider assignment to enrollee or enrollee selection of provider. Replaced WAC 284-43-251(1) with recodified section § 284-170-360. AH contract section changed from 10.4.1 to 10.5 Enrollee Choice of PCP. AHC 1.75 removed-now refers to Debarment.	Beverly Reed
01/15/2020	Approved	Julie Leibbrand

## **Appendix A: Policy Change/Update Handling**

### **All Changes/Updates to be forwarded to the Marketing Web Content Manager.**

In addition to being posted to the CHPW internal resource page, this policy is also posted on the internet at the company's public website. Each time a change or update is made to this policy, the new version must be forwarded to the **Marketing Web Content Manager** so that the previous version can be removed from the Policies and Procedures section of the [www.chpw.org](http://www.chpw.org) website. The Web Content Manager will be responsible for posting the updated version to the chpw.org website.