

Department:	Customer Service	Original Approval:	02/01/2008
Policy #:	CS437	Last Approval:	11/25/2020
Title:	PCP Assignment		
Approved By:	Julie Leibbrand, Director of Customer Service		
Dependencies:	<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 & procedure (CO367)</i>		

Line(s) of Business

- ☒ WAH-IMC (HCA)
 ☒ BHSO
 ☒ Medicare Advantage (CMS)
- ☒ Medicare SNP (CMS)
 ☒ Cascade Select

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, MEDICARE, CASCADE SELECT

In the event a member has not chosen a PCP/Clinic, CHPW shall auto-assign a PCP/Clinic for the member. PCP/Clinic auto-assignment will be effective the 1st day of the month that the member is eligible with CHPW. Members can change PCPs/Clinics as frequently as once a month unless an exception is needed.

RETROACTIVE PCP ASSIGNMENT

Requests for PCP changes will generally be effective the 1st 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/clinic 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

The list of appendices comes at the end of the policy description and before the citations and references.

A. Policy Change/Update Handling

Citations & References

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

Revision History

Revision Date	Revision Description	Revision Made By
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

11/25/2020	Added Cascade Select to “Initial PCP Assignment” process. Transferred info to new template. Changed PCP to PCP/Clinic for Medicaid & Cascade Select members. Enrollment Dept confirmed no calls made to Medicare members who don’t select a provider. Merged process for “Initial PCP Assignment” for Medicaid, Medicare & Cascade Select.	Beverly Reed Lisa Mandic Eric Campbell Charyl Norwood
11/25/2020	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 website. The Web Content Manager will be responsible for posting the updated version to the chpw.org website.