

Department:	Eligibility	Original Approval:	02/02/2006
Policy #:	EL150	Last Approval:	01/06/2020
Title:	PCP Assignments for State Programs		
Approved By:	Charyl Norwood, Director of Enrollment and Appeals		
Dependencies:	<i>Assigning PCPs to State Program Members procedure (EL156)</i> <i>Primary Care Provider Assignments policy (EL286)</i> <i>Work the Members Without PCP Report desk procedure (EL306)</i> <i>Retroactive PCP Assignments procedure (EL304)</i>		

Purpose

This policy outlines how Community Health Plan of Washington (CHPW) will assign a Primary Care Provider (PCP) for state programs members. This assignment will be communicated to the member at the clinic level.

Policy

Members are effectively assigned at the clinic level. Member ID cards and materials are issued with the clinic name and phone number, not a specific provider.

CHPW strongly encourages members to choose their own primary care clinic (PCP). If a member has not chosen a PCP, CHPW will choose a PCP for the member. This assignment will be effective the 1st day of the month that the member is eligible with CHPW. Members can change PCPs as frequently as once a month. Requests for PCP changes will generally be effective on the first of the month following the receipt of the request. In some situations, changes are made retroactively. A member will only be assigned to open PCPs unless that member is already an established patient with the requested PCP, or if a closed practice is willing to accept the member. Members will never be assigned to a provider who is not a contracted PCP.

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

- Member
- Parent on the plan
- Custodial parent of dependent
- Legal Custodian

Providers and clinics may facilitate provider/clinic changes with the member's consent.

List of Appendices

None

Citations & References

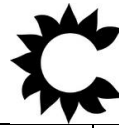
CFR		
WAC		
RCW		
Contract Citation	<input checked="" type="checkbox"/> WAH	2018 AH contract Section 10.4 Enrollee Choice of PCP
	<input checked="" type="checkbox"/> IMC	2020 AH – IMC contract Section 10.4 Enrollee Choice of PCP
	<input type="checkbox"/> MA	
Other Requirements		
NCQA Elements		

Revision History

Revision Date	Revision Description	Revision Made By
07/23/2010	Re-template and renumbered from ELIG.st150 to EL150 to fill in a gap in the TPA policies.	Jason Horne
03/14/2011	Content Revision	Charyl Norwood
03/14/2011	Approval	Mike Evans
02/23/2012	Content Review	Vaughn Tanner
02/23/2012	Approval	Mike Evans
02/15/2013	Content Review	Vaughn Tanner
03/05/2013	Approval	Charyl Norwood
03/03/2014	Content Review	Vaughn Tanner
03/04/2014	Approval	Charyl Norwood
02/09/2015	Content Review	Vaughn Tanner
02/10/2015	Approval	Charyl Norwood
05/27/2015	Added language to clarify that assignment is made at the clinic level.	Vaughn Tanner
05/27/2015	Approval	Charyl Norwood
02/03/2016	Content Review	Vaughn Tanner
02/04/2016	Approval	Charyl Norwood
01/27/2017	Moved to the new template, reviewed content	Vaughn Tanner
01/27/2017	Approval	Charyl Norwood
11/15/2017	Add Policy Change Handling Process to Appendix. Contains reminder to forward updates to the Marketing Web Content	Beverly Reed

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	Manager.	
11/15/2017	Approval	Charyl Norwood
01/12/2018	Moved to the new template and reviewed	Vaughn Tanner
01/12/2018	Approval	Charyl Norwood
01/08/2019	Content Review	Vaughn Tanner
01/08/2019	Approval	Mike Evans
01/06/2020	Content Review	Vaughn Tanner
01/06/2020	Approval	Charyl Norwood