

## POLICY AND PROCEDURE

<b>DEPARTMENT:</b> <u>Operations – Eligibility and Member Services – Contact Center</u>	<b>DOCUMENT NAME:</b> Primary Care Provider (PCP) Selection and Change
<b>PAGE:</b> 1 of 8	<b>REPLACES DOCUMENT:</b>
<b>APPROVED DATE:</b> 01/12/2021	<b>RETIRED:</b>
<b>EFFECTIVE DATE:</b> 8/1/12	<b>REVIEWED/REVISED:</b> 7/12, 9/14, 7/15, 7/16, 6/17, 6/18, 6/19, 4/20, 01/12/2021, <u>6/22</u>
<b>PRODUCT TYPE:</b> Medicaid	<b>REFERENCE NUMBER:</b> LA.ELIG.03

### SCOPE:

Louisiana Healthcare Connections' (PlanLHCC) Eligibility and Member Service.

### PURPOSE:

To define how members-Enrollees may select or change their Primary Care Provider (PCP) in accordance with Plan's-LHCC's contract with Department of Health and Hospitals-the Louisiana Department of Health (LDH).

### POLICY:

To offer members-Enrollees freedom of choice, with the counseling and guidance of Plan staff, to select an in-network PCP.

~~Each member shall be allowed to choose his or her PCP from among the available Plan Providers to the extent possible, reasonable, and appropriate.~~

Members-Enrollees are informed of their right to choose a PCP.

- The New Member Packet will include a notice informing member-enrollee of the process for changing their PCP assignment; and encouraging them to make their own choice about the Provider who will serve them.
- ~~The New Member Welcome Call will inform the member-enrollee of their PCP or and assist provide them with information on how to choose or in choosing change their PCP if they so desire. a PCP of their preference if they choose.~~
- The Enrollee Handbook will inform Enrollee's about the right to select and change PCPs and other health care professionals within the Contractor's provider network and how to do so and will provide a description of the PCP selection process.

### Newborn Enrollment

- The Contractor shall contact Enrollees who are expectant mothers at least sixty (60) Calendar Days prior to the expected date of delivery to encourage the mothers to choose a PCP for their newborns. This is also covered under the LA.SSFB.01 policy.

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### Primary Care

- The PCP shall serve as the Enrollee's initial and most important point of interaction with the Contractor's provider network. A PCP shall be an individual physician, nurse practitioner, or physician assistant who accepts primary responsibility for the management of an Enrollee's health care. The primary care provider is the Enrollee's point of access for preventive care or an illness and may treat the Enrollee directly, refer the Enrollee to a specialist (secondary/tertiary care), or admit the Enrollee to a hospital.

#### PCP Selection

The Contractor shall:

- Allow each Enrollee to choose his or her PCP and other health care professionals to the extent possible and appropriate;
- Make best efforts to assist and encourage each Enrollee to select a PCP. Such best efforts shall include, but not be limited to, providing interpreter services when necessary to assist the Enrollee in choosing a PCP, making efforts to contact those Enrollees who have not contacted the Contractor and, in the case of children in the care or custody of DCFS, making efforts to contact the child's state caseworker through the LDH appointed DCFS liaison; and
- Assist Enrollees in selecting a PCP, within fifteen (15) Calendar Days after their effective date of Enrollment, by eliciting information on prior PCP affiliations that the Enrollee may have had and providing the Enrollee with relevant information on adult or pediatric PCPs in close proximity to the Enrollee, including providing information regarding the experience of the PCP in treating special populations if known to be applicable.

### PCP Transfers

The Contractor shall:

- Allow an Enrollee to change PCPs, at least once, during the first ninety (90) Calendar Days from the Enrollee's selection of or assignment to a

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PCP without cause and shall allow such a PCP transfer request to go in effect immediately;

- At the Enrollee's request, allow the Enrollee to change his or her PCP with cause at any time and allow for Enrollment with the new PCP to be effective immediately;
- Have written policies and procedures for allowing Enrollees to select a new PCP and provide information to Enrollees on options for selecting a new PCP; and
- Define what is considered as cause in written policies to include, but not be limited to, when an Enrollee has moved, a PCP is noncompliant with provider standards or is terminated from the Contractor, or when a PCP change is ordered as part of the resolution to a Grievance proceeding.
- The Contractor shall assist all pregnant Enrollees in choosing a pediatrician, or other appropriate PCP, for the care of their newborn babies before the beginning of the last trimester of gestation.
- In the event that the pregnant Enrollee does not select a pediatrician, or other appropriate PCP, the Contractor shall provide the Enrollee with a minimum of fourteen (14) Calendar Days after birth to select a PCP prior to assigning one. This is also covered under the LA.SSFB.01 policy.

### PROCEDURE:

~~4. Plan offers members freedom of choice when selecting an in-network PCP.~~

1. All new Enrollees are issued a New Member Packet according to the timelines outlined in the contract. This packet contains information on the process for changing their PCP assignment. LHCC utilizes a vendor to mail the member welcome packets.
2. All new Enrollees are also contacted via a New Member Welcome Call according to the timelines outlined in the contract. LHCC utilizes a vendor to conduct all new member welcome calls which are all conducted following an approved welcome call script. During this call the member

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is informed of their PCP and, if necessary, they are provided with instructions on how to select a PCP or change their PCP.

3. The Enrollee handbook is available online and upon request. If an enrollee calls the contact center a request is put in to mail a handbook. This request is then handled by our Correspondence Coordinators. The handbook informs Enrollees about the right to select and change PCPs and other health care professionals. The PCP selection process is outlined in the handbook under the “Choosing a Primary Care Provider (PCP)” section. LHCC utilizes a vendor to mail the member handbooks.

4.

~~2. New Members either choose a PCP at the time they select a plan, or are auto-assigned by Plan to a PCP.~~

~~3.~~ 5. Members who want to change their PCP assignment have the option to:

- Request the change ~~D~~during the Wwelcome call made to all new members
- Complete a PCP change request form.
  - i. This form can be found on the Louisiana Healthcare Connections website under the Member Resources > Member Handbook and Forms section.
  - ii. It can also be found in the Forms section of the member handbook.
  - iii. Members will need to fill out the form in full and can either mail it to us at Louisiana Healthcare Connections, ATTN: Member Services P.O. Box 84180, Baton Rouge, LA 70884 or fax to: 1-866-768-9374
- Request a new PCP via the Member Secure portal
- Call in to speak with the Member Services Contact Center~~department~~ at 866-595-8133 (interpreter services will be provided where necessary)

~~6. Members will be allowed to change PCP's with or without cause.~~

PCP Change Request Forms

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- Upon receipt of the PCP Change Request form, a member of the Member Advocate team will research the request and process it according to the LA-MCD-PCP Change Request via Change your Primary Care Provider (PCP) Form work process.

### Enrollee Secure Portal Request

- Once logged into the portal, Enrollees are able to identify who their current assigned PCP is under the 'Doctor' section on the home page.
- This section contains the option to 'Change my Primary Care Provider'
- Once this option is selected, Enrollees are directed to the Find a Provider tool where they are able to search for a PCP.
- Once a PCP is chosen from the Find a provider tool, the Enrollee is then able to make the request which is then processed internally and then reflected on the secure portal once completed.

### 4.—Enrollee Calls to Member Services Contact Center

- For PCP Selections and PCP Transfers the Customer Service Representative (CSR) will follow the LA MCD MBR – PCP Changes work process. This work process outlines the following to ensure a successful PCP change.
  - Open Provider Panels Spreadsheet – This is a list of LHCC providers that have open panels, to which a member can be linked to.
  - The PCP change is processed in OMNI
  - Provider Panel Restrictions and closed panels
  - Inability to locate a provider in general or in the OMNI system

4.2. Plan-LHCC CSRs Member Service will also assist an Enrolleemember with a PCP change as a part of the resolution to a formal grievance proceeding when needed.

5.7. Member-Enrollee requested PCP change requests will be effective on the next calendar day immediately following the request.

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~~6. To promote continuity of care in situations where a member requests a PCP with a closed panel, Plan will override and add the member to the PCP after Plan has verified with the provider that they are willing to accept the member based upon the following criteria:~~

- ~~• Member has been a patient of that PCP in the past and provider has confirmed~~
- ~~• Member's family members are Patient of that PCP and provider is willing to accept the member~~

~~7.8. Plan members-Enrollees will receive a replacement Member-Enrollee ID card including their new PCP name. The replacement Member-Enrollee ID card will be postmarked within 5-7 business days of the requested change.~~

~~8. The PCP Panel/Patient List will be available to all PCPs via Plan's secure provider web portal 24 hours a day, seven (7) days a week, and be reflective of members assigned to that provider with in the last week.~~

~~Plan will be responsible for providing Maximus information on the number of member linkages and remaining capacity of each individual PCP on a quarterly basis.~~

~~9.~~

### **REFERENCES:**

~~Department of Health and Hospitals Medicaid Contract 11.0 ELIGIBILITY, ENROLLMENT AND DISENROLLMENT~~

~~LA.ELIG.01 Eligibility Guidelines and LA.ELIG.04 PCP Auto Assignment~~

~~LA.SSFB.01 Smart Start for Your Baby: Preinatal/Neonatal Management Program Overview~~

~~LDH Model Contract~~

- ~~• 2.3.12.4 – Newborn Enrollment~~
- ~~• 2.9.11.1 – PCP Selection~~
- ~~• 2.9.11.3.2 - PCP Designation for Enrollees~~
- ~~• 2.9.11.4 – PCP Transfers~~

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- [2.9.18.1 and 2.9.18.2 – Prenatal Care Services](#)
- [2.13.4.2 – Welcome Calls](#)
- [2.13.6.2.2 – Member Handbook](#)
- [2.13.6.2.4 – Member Handbook](#)
- [2.13.6.6.3.14 – Welcome Newsletter](#)

[Member Handbook](#)

[LA-MCD-PCP Change Request via Change your Primary Care Provider \(PCP\) Form Work process](#)

[LA MCD MBR – PCP Changes work process](#)

[Cotiviti Eliza Welcome Call Script](#)

### ATTACHMENTS

### DEFINITIONS:

### REVISION LOG

REVISION	DATE
Changed PCP effective date to next day	7/10/12
No revisions	9/2014
No revisions	7/2015
Changed DHH to LDH	7/2016
No revisions	6/2017
No revisions	6/2018
Changed the time frame for how often the patient list is updated and posted to the secure portal for providers.	6/2019
No Revisions	04/2020
Annual review – no changes	01/12/2021
<a href="#">Entire policy rewritten to better align with the LDH Model contract</a>	<a href="#">6/22</a>

### POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, Centene's P&P management software,  
is considered equivalent to a physical signature.



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Sr. Director, Customer Service: \_\_\_\_\_ Approval on File \_\_\_\_\_  
VP Operations: \_\_\_\_\_ Approval on File \_\_\_\_\_