

<b>Pro Care Health Plan, Inc. (Pro Care)</b>	
	<i>Member Services</i>
	<i>Policy &amp; Procedure</i>
<b>Subject:</b> PCP Assignment Process	<b>Line of Business:</b> [X] Medicaid
<b>Approval Date:</b> 1/31/08	Document Number: MSD-00-075
<b>Effective Date:</b> 2/1/10	Page 1 of 2
<b>Date of Most Recent Revision:</b>	
<b>Next Review Date:</b> 02/01/11	
<b>Date Reviewed:</b> 11/08/10	

I. **SCOPE:**

This document describes Pro Care Health Plan, Inc. (Pro Care's) process for assigning Primary Care Providers (PCP) to Plan members.

II. **POLICY:**

Pro Care will maintain this procedure to be compliant with MCDH's requirement regarding member PCP assignment.

III. **DEFINITIONS:**

None

IV. **PROCEDURES:**

New Enrollees

- A. Each month upon receipt of the MDCH eligibility tape, the Information Technology (IT) Department will download the tape into the system and produce eligibility/membership rosters of members.
- B. These rosters shall be provided by IT to Member Services within 24- hours of receipt from MDCH.
- C. IT also provides Member Services a separate listing of voluntary and auto-assigned members who did not choose a PCP.
- D. The Member Services Manager or staff designee will assign all members who did not select a PCP at the time of enrollment to a "temporary" PCP closest to the member's residence.

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- E. Members are notified of their temporary PCP assignment, this information is a part of the New Member Welcome Kit.
- F. The New Member Welcome Kit is mailed to the member within 10 days of receiving the enrollment tape from MDCH.
- G. If a member does not choose a PCP in the first 30 days of enrollment the temporary assigned PCP becomes the PCP of record.
- H. Plan members have to right to change their assigned PCP. Members may contact the Member Services Department to request a PCP change or to get assistance with selecting a PCP.
- I. Members have the right to request a Specialist as there PCP. Members may contact the Member Services Department to request a Specialist as their PCP.

V. **MATERIALS:**

- MDCH Eligibility Tape
- Eligibility/Membership Roster
- Member Handbook

VI. **REPORTING/RECORDS**