



# Provider Relations Outreach Specialist

## Patient Termination: PCP Transfers by PCP Request

Medicaid manual verbiage on transferring a beneficiary is provided below:

### 173.600 Transferring PCP Enrollment

#### 173.620 PCP Transfers by PCP Request

9-15-09

A PCP may request that an individual transfer his or her PCP enrollment to another PCP because the arrangement with that individual is not acceptable to the PCP.

A. Examples of unacceptable arrangements include, but are not limited to, the following.

1. The enrollee fails to appear for 2 or more appointments without contacting the PCP before the scheduled appointment time.
2. The enrollee is abusive to the PCP.
3. The enrollee does not comply with the PCP's medical instruction.

B. At least 30 days in advance of the effective date of the termination, the PCP must give the enrollee written notice to transfer his or her enrollment to another PCP.

1. The notice must state that the enrollee has 30 days in which to enroll with a different PCP.
2. The PCP must forward a copy to the enrollee and to the local DHS office in the enrollee's county of residence.

C. The PCP continues as the enrollee's primary care physician during the 30 days or until the individual transfers to another PCP, whichever comes first.

The current approved process for removing patients from a PCP caseload is listed below:

- Removal must be an acceptable reason to remove beneficiary from the caseload (listed above in manual language)
- PCP sends a letter to the beneficiary notifying that they have 30 days to find a new PCP
- PCP sends a copy of the letter to the local DHS office and fax a copy to their AFMC outreach specialist at 501.375.0705 (attn: provider relations)
- AFMC sends the information to ConnectCare to ensure that these beneficiaries are removed from the PCP caseload