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 state may initiate PCP enrollment transfers whenever they are necessary. State-initiated enrollment transfers come about because DMS, in exercising its regulatory function, sometimes must sanction, suspend or terminate a provider.

A. For instance, a provider may lose his or her PCP or Medicaid contract for:
   1. Failure to meet PCP or Medicaid contractual obligations
   2. Proven and consistent excessive utilization
   3. Unnecessarily limited utilization of medically necessary services

B. When the State terminates a PCP’s contract, DMS contacts the PCP’s enrollees with instructions for transferring their PCP enrollment.