

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.

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PCP Enrollment Transfers Initiated by the State

7-1-05

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.