



# Provider Relations Outreach Specialist

## **PCP Patient Termination - PCP patient transfers by PCP request - All Medicaid Manuals, Section 173.620**

### **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:

- 1. There must be an acceptable reason to remove the beneficiary from the PCP caseload (listed above in manual language).
- 2. PCP sends a letter to the beneficiary notifying them they have 30 days to find a new PCP.
- 3. At the end of the 30-day period, the PCP rechecks eligibility and for those beneficiaries still assigned to the PCP, the PCP sends a copy of the letter to the local DHS office and faxes a copy to ConnectCare at 501.375.0705 (Attention: Provider Relations).
- 4. ConnectCare will remove the beneficiary from the PCP caseload.