

Primary Care Assignment and Engagement

Frequently Asked Questions



What changes are expected?

Starting January 1st, 2021, Yamhill Community Care (YCCO) members will be required to utilize their assigned Primary Care Provider (PCP) to access any services delivered by a primary care clinic.

Claims submitted from a Primary Care Provider other than the member's assigned PCP will be denied without a referral.

Why are these changes occurring?

Patient-provider care continuity is important for the overall management of members health and wellbeing. YCCO is using PCP assignment, referral processes, and payment policies to reinforce the importance of the patient-provider relationship.

Who is included in this requirement?

All contracted YCCO Primary Care Providers and clinics serving YCCO members are included in this change.

How does YCCO assign Members?

Members are assigned at the clinic level based on clinic Tax ID Number.

Questions regarding Primary Care Provider (PCP) assignment:

- **Who can make PCP assignment changes:**
Members, member representatives, and providers (on behalf of the member) can request a PCP change. If a provider or member representative calls on behalf of the member to request PCP change, that request counts towards the 2 total times a member can change PCPs in a calendar year.
- **How can a PCP assignment change be requested?**
PCP assignment changes can be requested by contacting Customer Service at 1-855-722-8205. Providers can also go through the CIM portal and submit a message to Customer Service to request an assignment change.
- **How many times can a YCCO member change PCP assignment within a year?**
Members may change PCP assignment two times per calendar year (excluding discharge from a provider/clinic or unwillingness to see a member). New members have their initial 30 days of enrollment to change PCP assignment. After the 30 days, they are held to the requirement of no more than 2 changes per calendar year.
- **Will changes to PCP assignment be allowed retroactive?**
Retroactive PCP assignment changes are permitted with a 90-day grace period.

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- **When will a request for a PCP assignment change go into effect?**
The request will go into effect at the time the request is made.

Questions regarding referrals:

- **Can a member see someone else within a clinic?**
Yes, the member can see a provider within the same clinic or clinic's alternate locations.
- **What is the process for call coverage?**
Payment will not be restricted by covering call for PCPs.
- **What if our primary care clinic provides services to a non-assigned member and does not have a referral?**
A retro-referral can be requested. If you need support submitting a retro-referral please call customer service at 1-855-722-8205.
- **What are the next steps if a claim is denied due to not having a referral?**
 1. Providers should contact customer service at 1-855-722-8205. Customer service will clarify the reason for denial and confirm the member's PCP with contact information.
 2. The Provider will then need to work with the members PCP to have them submit the referral.
 3. If the Provider has access to CIM, they can send an inquiry on the claim to ask for a reprocess.
- **How can a PCP submit a retro referral?**
To submit a retro referral, the Provider will need to submit the referral with a back date. Please call customer service at 1-855-722-8205 if you need support. You can submit retro referrals through the CIM portal.

Retro referrals are allowed within a 90 day grace period.

- **What will be the process for Emergency Department (ED) Follow-Up?**
Members seen in follow up to an ED visit by a PCP are required to have assignment to that PCP clinic.
- **Will there be technical assistance provided?**
Yes. The final Q&A Session prior to the 1/1/2021 go-live will be provided on Thursday, December 10th from 12:30-1:30pm.

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GoToMeeting and Call-In information for this meeting can be found below. In addition, ongoing support is available by contacting ProviderRelations@yamhillcco.org.

PCP Assignment Q&A Session

Thu, Dec 10, 2020 12:30 PM - 1:30 PM (PST)

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/835616829>

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Questions about Member Education

- **How does the CCO plan to educate members?**

Every CCO member receives a Member Handbook which discusses the way to select a PCP and change PCP, information will be included on the YCCO website. Also added to New Member Letter.