

<b>HEALTH PLAN OF SAN JOAQUIN</b>		
<b>Subject: Maintaining Patient/Provider Relationship When Assigning Members to Primary Care Providers</b>		
<b>Department:</b> Customer Services		<b>Policy #:</b> CS 04
<b>Applies to:</b> MC, HF, Commercial		<b>Scope:</b> CS, PS, QI
<b>Effective Date:</b> 2/1/96	<b>Revised Date:</b> 11/01/05	<b>Approved by:</b>  <i>Signature on file</i> Chief Operating Officer

**POLICY**

- A. Health Plan of San Joaquin (HPSJ) maintains patient/provider relationship when assigning members to primary care providers, members with an established relationship with a provider in the network, who have expressed a desire to continue their patient/provider relationship, by assigning the member to their provider of choice without disruption in their care.

**PROCEDURE**

- A. During the primary care provider selection contact, members are asked by the Member Services Representative to indicate whether a relationship has already been established with a primary care provider.
1. The MSR informs members if the requested PCP is a participating provider.
  2. The Member Services Representative will report to the Member Services Manager when there are repeated requests for PCPs who are not contracted with HPSJ. The Member Services Manager will contact the Director of Provider Relations to inform him/her that the requested PCP is not available in the HPSJ network of providers to meet the member's first choice. The Director of Provider Relations will determine the possibility of securing the participation of the PCP.
- B. If a member has an established relationship with a non-participating physician who serves Medi-Cal members through the commercial Medi-Cal plan in San Joaquin County, the Member Services Representative is instructed to inform the member that if maintaining this relationship is critical, the member may change to the commercial Medi-Cal plan. If the HPSJ member indicates a preference to continue the relationship with the non-participating physician, the Member Services Representative gives the member instructions for contacting the DHS Enrollment Contractor for the purpose of disenrollment.
- C. If the member calls to make a selection, and the member does not have an existing relationship, the Member Services Representative will assist the member in selecting a PCP by asking questions, including: Where does the member live (e.g. city or area and zip code)? Does the member speak a primary language other than English? Does the member prefer a primary care physician of a particular primary care specialty? Does the

member prefer a male or female physician? Based on the answers to these questions, the Member Services Representative will give the member the names of participating providers who meet the member's criteria.

- D.** The HPSJ provider database is maintained and updated by the Provider Database Specialist. Changes in PCP availability received by either the QI staff person or the Director of Provider Relations are entered into the database promptly and relayed to the Member Services Department in order to ensure PCP information is current and reliable.

**REFERENCE**

- A.** DHS Contract, Exhibit A, Attachment 13, #7
- B.** MRMIB Contract, Section II,G

Created by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date
2/1/96	R Gallegos 2/25/05	R. Gallegos 11/01/05	9/08		