

HEALTH PLAN OF SAN JOAQUIN			
Subject: Primary Care Provider Assignment - Member Requested			
Department: Customer Services			Policy #: CS 05
Applies to: Medi-Cal, Healthy Families, Commercial			Scope: CS
Effective Date: 2/1/96	Revised Date: 11/01/05	Approved by: <i>Signature on file</i> Chief Executive Officer	

POLICY

- A. Health Plan of San Joaquin (HPSJ) will assign a member to his/her selected primary care provider (PCP) of their choice to the extent possible. However, if the assignment cannot be made, HPSJ will disclose to the member any reasons for which the selection or change of PCP cannot be made.

PROCEDURE

- A. When a member calls HPSJ to request assignment to a particular PCP, the Member Service Representative (MSR) will confirm if the requested PCP is a participating provider and accepting new patients. If so, the PCP assignment is made.
1. MSR enters the PCP change in the system.
 2. MSR orders new ID card to be mailed to the member.
 3. All activity is documented in the Customer Contact Log.
- B. When a member calls HPSJ to request assignment to a particular PCP, and the MSR determines that PCP is not accepting new patients, the MSR will determine if the member is requesting the selection of a PCP with whom an established relationship exists. If the member agrees, the MSR will call the PCP to verify the relationship. If the PCP confirms the member is an established patient, the PCP assignment will be made. If the PCP does not confirm the status, the member will be advised and will be asked to select another PCP.

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 03/05/01	R. Gallegos 2/25/05	R. Gallegos 11/08/05		