

HEALTH PLAN OF SAN JOAQUIN			
Subject: Unsatisfactory Relations between member and provider			
Department: Provider Services			Policy #:
Applies to: MCL, H/F, HK, and HCN			Scope:
Effective Date: 08/14/08	Revised Date:	Approved by: <i>Signature on file</i> (Title of Sr. Exec.responsible)	

PURPOSE:

To ensure Health Plan of San Joaquin (HPSJ) members are assigned to a Primary Care Physician (PCP) with whom they have a satisfactory patient/doctor relationship.

POLICY:

- A. HPSJ shall use best efforts to provide its members with a PCP that they are satisfied with.
- B. Priority is given to matching the language and cultural needs of the member to their PCP during the auto assignment process.

PROCEDURES:

- A. Provider Services will use PCP Assignment criteria to provider members with a PCP that meets language and culture needs that enables the member to develop a satisfactory patient/doctor relationship.
 - 1. If HPSJ is unable to make a satisfactory assignment, the PCP shall continue to serve the member until HPSJ is able to change the member's PCP.
- B. Members can choose their own PCP for assignment.
 - 1. Members are encouraged to contact HPSJ Member Services to choose their own PCP.

REFERENCE:

- A. Primary Care Physician Medical Service Agreement (section 5.3)
- B. DHS Contract, Exhibit A, Attachment 13, #17
- C. MRMIB Contract, Section II, G
- D. Provider manual

<i>Created by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>
<i>Shamel 08/14/08</i>					