

# AmeriHealth Caritas Louisiana Enrollee PCP Reassignment Dispute Process

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Provider Network Management

6/5/2024

## Overview

The Primary Care Practitioner (PCP) shall serve as the Enrollee's initial and most important point of interaction within the ACLA's provider network. A PCP in ACLA's network must be a provider who provides or arranges for the delivery of medical services, including case management, to assure that all medically necessary services are made available in a timely manner.

In an effort to promote accountability for the quality of care of our Enrollees, ACLA assigns Enrollees at the individual primary care practitioner (PCP) level.

## Analysis

ACLA shall perform claims analysis on a quarterly basis and based on the previous 12 months (at minimum) of claims history, including wellness visits and sick visits.

## Reassignment

An enrollee will be eligible for reassignment if they have visited an unassigned PCP at least once within the previous 12 months, as follows:

1. If the enrollee has seen an unassigned PCP within the same tax ID number (TIN) as the assigned PCP, the enrollee will not be reassigned.
2. If an enrollee has not seen the assigned PCP and has seen multiple unassigned PCPs, the enrollee will be assigned to the PCP with the most visits.
  - If the enrollee has the same number of visits with multiple unassigned PCPs, the enrollee will be assigned to the most recently visited PCP.
3. If the enrollee has an established relationship, defined by at least one claim within the previous 12 months, with an unassigned PCP, ACLA will reassign that enrollee appropriately, even if the unassigned PCP's panel shows that it is closed. The enrollee-PCP relationship takes priority over a closed panel.
4. An enrollee will also be eligible for reassignment to another PCP under the following conditions:
  - ❖ if they have not visited any PCP within the previous 12 months. ∞
  - ❖ If they are under 4 years of age and have not visited a PCP within the previous 6 months.
  - ❖ If they have not visited a PCP within 6 months of giving birth.
5. Once enrollee reassignment is completed, provider must make a good faith effort to outreach enrollee and establish PCP relationship. A good faith effort includes but is not limited to:
  - Three outreaches to enrollee with no response.
  - Documentation of three outreaches and request for disenrollment must be sent to PCPassignment [PCPassignment@amerihealthcaritas.com](mailto:PCPassignment@amerihealthcaritas.com).

All reassignments shall be prospective. An enrollee who has been reassigned may be transferred to another PCP upon enrollee request and in accordance with the Contract.

### Month 1 of each quarter

- 15<sup>th</sup> of the month – ACLA will begin claims analysis on the previous 12 months of PCP wellness visits and PCP sick visits claims history and identify Enrollees eligible for re-assignment.

#### Month 2 of each quarter

- 15<sup>th</sup> of the month – ACLA will send panel analysis results to providers for review via portal. If the due date falls on a weekend or a State-recognized holiday, the results will be published on the next business day.
- The PCP shall have 15 business days to review before any enrollees are reassigned.

#### Month 3

- 16<sup>th</sup> business day of the month – ACLA will review any received provider responses and begin the reassignment process
- At the completion of the reassignment process, ACLA will send new PCP information to Enrollees and updated panel rosters to providers

#### Month 4

In accordance with the standard reporting deadlines established in the Contract, ACLA shall report the following to LDH on a quarterly basis:

- Number of PCPs included in the analysis
- Number of PCPs with at least one enrollee reassigned from their panel
- Number of PCPs with at least one enrollee reassigned to their panel
- The name of any PCP that has no changes to their panel from the reassignment analysis

#### **Provider Notification of Enrollee Reassignment**

ACLA will publish the results of the claims analysis to the provider portal on the 15<sup>th</sup> calendar day of the second month of each quarter. If the due date falls on a weekend or a State-recognized holiday, the results will be published on the next business day.

The results shall identify all enrollees eligible for reassignment from the PCP along with enrollees eligible for reassignment to the PCP. Enrollees identified as eligible for reassignment to the PCP shall be shared as informational only considering this data is subject to change via the dispute protocol below.

The results of the analysis shall be published in a format that is able to be downloaded/exported into Excel.

Providers who disagree with ACLA's data analysis must provide documentation (medical record, proof of billed claim) within 15 business days that they have seen the Enrollee within the last rolling 12 months.

Disputes may be submitted to PCPassignment <PCPassignment@amerihealthcaritas.com>.

If a provider does not respond, ACLA will begin reassignment process.

The Provider Network Management Department will notify both the Enrollee via letter notification and relinquishing PCP via panel roster of Enrollee reassignment.

Enrollee letter templates are embedded below.



PCP Reassignment for Members with CMember Letter.CLEA



### On-Going Reporting

Following the assignment process, the panel roster report is generated and available within ACLA's provider portal, NAVINET and refreshed on the 15<sup>th</sup> of each month.

#### PCP Panel Roster Report

The summary report provides the summary of Enrollees assigned to the PCP's panel.

Enrollees re-assigned to a new primary care provider will be denoted by an electronic indicator in the panel roster under the "New Enrollee" column.

Enrollees auto-assigned to a primary care provider will be denoted by an electronic indicator in the panel roster under the "auto-assigned" column.

The summary report can be pulled via PDF or Excel or CSV, which can be filtered and/or sorted per the provider's preference.

### Provider Requested Review of Panel for Reassignment

By written request, a primary care provider may request a review of their current plan Enrollee linkages outside of the quarterly re-assignment process to ensure the most effective relationship with his or her linked Enrollees.

A written request on your letterhead asking for the removal of the Enrollee from your panel must be sent to ACLA's Provider Network Management team and must include the following:

- The Group name, applicable practitioner and AmeriHealth Caritas Louisiana provider identification number, and Practice location for which they are requesting review (if multi-site groups)
- The requesting PCP's signature

Provider will receive an automatic acknowledgment of plan receipt of request. A comprehensive review of Enrollee panel to include claims/data mining will be accomplished within 30 days of receipt of the written request, during which time the PCP must continue to render services to assigned panel.

Following review, the Provider Network Management Department shall contact the provider to discuss the findings and timeframes associated with addition of new Enrollees to panel, if applicable. ACLA will notify the Enrollee of new PCP assignment and when the transfer is effective, as applicable.

Requests for panel review outside of quarterly algorithm should be directed to [PCPAssignment@amerihealthcaritas.com](mailto:PCPAssignment@amerihealthcaritas.com)

### PCP Request to Freeze or Limit Enrollee Panel

AmeriHealth Caritas Louisiana recognizes that a PCP will occasionally need to limit the volume of patients in his/her practice in the interest of delivering quality care. Each PCP office must accept at least 50 Enrollees but may specify after 50 the number of Enrollees/PCP linkages they will accept from AmeriHealth Caritas Louisiana. Our system will automatically close the PCP Panel once a PCP has reached the specified number of linkages. A PCP may also forward a request to limit or stop assignment of Enrollees to his/her panel if his/her circumstances change.

We encourage our providers to offer evening and Saturday hours. AmeriHealth Caritas Louisiana will offer the additional reimbursement under the Medicaid Professional Fee Schedule adjunct codes.

Providers may contact the Provider Network Management Department to freeze or limit their Enrollee linkages, by written request and must include the following:

- The Group name, applicable practitioner and AmeriHealth Caritas Louisiana provider identification number. Practice location for which they are requesting review (if multi-site groups)
- Limitation requested & the requesting PCP's signature
- The Group name, applicable practitioner and AmeriHealth Caritas Louisiana provider identification number, and Practice location for which they are requesting review (if multi-site groups)
- The requesting PCP's signature

Provider requests to freeze or limit Enrollee assignment should be directed to [PCPAssignment@amerihealthcaritas.com](mailto:PCPAssignment@amerihealthcaritas.com).

The requesting provider will receive an automatic acknowledgment of plan receipt of request. ACLA will review request and determine action. Freeze/panel limitation will be accomplished within 30 days of receipt of the written request, during which time the PCP must continue to render any needed emergency care to assigned Enrollees.

### Contact Information

Provider Network Management

[PCPAssignment@amerihealthcaritas.com](mailto:PCPAssignment@amerihealthcaritas.com)