

## Attention: primary care providers (PCPs)

West Virginia | Mountain Health Trust

Wellpoint appreciates your compassionate and dedicated care to your patients. We know that the provision of high quality and timely health care services for Wellpoint members requires successful collaboration with you, our providers who care for them. Because timely notifications and detailed information are important parts of successful collaboration, we encourage you to review the following information regarding PCP roles and responsibilities.

A PCP is a specific clinician responsible for coordinating the healthcare needs of certain members. Providers with the following specialties can be designated as PCPs: general practice, family practice, internal medicine, pediatrics, OB/GYN, physician assistants, certified nurse midwives, and advanced practice nurses (nurse practitioners). PCPs agree to accept member assignment and are the principle point of contact for our members in coordinating and managing their care. Wellpoint provides each PCP with a current list of enrolled members assigned to them.

When members enroll in any of our programs, they choose a PCP or are assigned one. Members have the option to change their PCP at any time. If a member wants to make a change after enrollment, they are instructed to call our Customer Care Center and request an alternate PCP, or they can make PCP changes and request new ID cards via the member website.

### Provider roles and responsibilities

The PCP's role is to provide members with a medical home, the members' first stop in the healthcare process and a centralized hub for a wide variety of ongoing healthcare needs. PCP roles include:

- Coordinating members' health care 24/7.
- Developing members' care and treatment plans including preventive care.
- Maintaining members' current medical records and documentation of all services provided by the PCP and any specialty or referral services to ensure continuity of care.
- Adherence to wait times, as outlined within the provider contract and the provider manual.
- Referral of members for specialty care.
- Coordination of outpatient clinical services.
- Providing members or their representatives with complete information regarding treatment and recovery prognosis.
- Facilitating interpreter services by presenting information in the language our members or their representatives understand.
- Ensuring members' medical and personal information is kept confidential, as required by state and federal laws.

- Obtaining signed consent before providing care.

The PCP's scope of responsibilities includes providing or arranging for:

- Routine and preventive healthcare services.
- Emergency care services.
- Hospital services.
- Ancillary services.
- Interpreter services.
- Specialty services.
- Outpatient clinical services (for example, therapeutic, rehabilitative, and palliative services).

Since Wellpoint PCPs are the principle point of contact for our members, we strongly recommend that an initial health assessment (IHA) be conducted within **90 days** of the member's date of enrollment. The IHA should consist of a complete medical history, physical exam, and preventive services. The PCP's office should proactively contact their assigned members to make an IHA appointment and should document all attempts at doing so. Members' medical records must reflect the reason for any delays in performing the IHA, including any refusals by the member to have the exam. Regardless of member benefit coverage limitations, Wellpoint encourages providers to maintain open communication with members about appropriate treatment alternatives.

PCPs must make appointments for members from the time of request according to the following guidelines:

Nature of visit	Appointment standards
Emergency examinations	Immediate access during office hours
Urgent examinations	Within 48 hours of request
Non-urgent <i>sick visits</i>	Within 72 hours of request
Non-urgent routine examinations	Within 21 days of request
Adult baseline and routine physical	Within 30 days of request

Our members have access to quality healthcare 24/7. All PCPs must have an after-hours system in place to ensure that our members can call with medical concerns or questions after normal office hours. The answering service or after-hours personnel must forward member calls directly to the PCP or an on-call physician or inform the member that the provider will contact them within 30 minutes. Wellpoint monitors PCP compliance with after-hours access standards on a regular basis. We recommend that PCPs advise their answering services to participate in any after-hours monitoring. Failure to comply may result in corrective action. For additional information, refer to the *After-Hours Services* section of this manual.

If you have questions about this communication or need assistance with any other item, please contact our Customer Care Center at **800-782-0095**.