

Quarterly Member PCP Assignment Analysis

Verifying and Validating PCP Assignments

We're working with the Louisiana Department of Health (LDH) to help ensure that the primary care provider (PCP) assigned to UnitedHealthcare Community Plan members is correctly updated in our records. Sometimes, the member may not be aware of their assigned PCP and they may be seeing a different PCP.

This will help ensure members are notified in case of PCP changes and will also help ensure that claims are paid to care providers correctly.

Each quarter:

- We'll run a report to show which members have not seen their assigned PCP in the past 12 months.
- Members who have seen a different PCP in that time will be assigned to that PCP.
- You'll be able to see if a member has been assigned to you or transitioned from you using your panel reports, available in [Document Vault on Link](#).

Patient Reassignment Timeframes

Proposed Timelines:	Quarter Four 2019
UnitedHealthcare identifies impacted members	Oct. 1, 2019
We notify PCPs of impacted members to be moved	Oct 14, 2019
PCPs submit any missing claims	Dec. 9, 2019
We send notification letters to impacted members	Dec. 16, 2019
Remaining impacted members are moved to a new PCP	Jan. 1, 2020

Reevaluating Member Removals

If you feel a member is incorrectly removed from your panel, you can ask us to reconsider that change before the member is moved. You'll have 15 business days to contact us with documentation of a visit from that member in the 12 months covered in the report. Contact information will be included in the letter we send to PCPs along with the list of members being removed from their panel.

We're Here to Help

If you have questions about this new process, please call us at **866-675-1607**, from 7 a.m. to 7 p.m., Monday through Friday. Thank you.