

# Changes to the quarterly enrollee reassignment process

UnitedHealthcare Community Plan of Louisiana

July 30, 2021

The Louisiana Department of Health outlines updates to the enrollee reassignment policy in Informational Bulletin [IB 21-14](#). Because of these updates, we're modifying our quarterly member reassignment processes.

- Lists of enrollees to be moved to another primary care provider (PCP) will be posted by the 15<sup>th</sup> calendar day of the second month of each quarter
- PCPs potentially receiving new members will receive a tentative listing at the same time
- PCPs will have 15 business days to review the lists
- PCPs losing members have a right to appeal the move
- The appeal process includes producing a claim for a date of service within 1 year, or potentially producing medical records instead of a claim
- Within a month, we'll outline the appeal process in an updated UnitedHealthcare Care Provider Manual

## Questions?

If you have questions, please contact your Provider Advocate or call the number on the member's ID card.