PROVIDER*ALERT*

AmeriHealth Caritas
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **March 27, 2023**

Subject: **Primary Care Provider (PCP) Reassignment**

Summary: Primary Care Provider (PCP) Reassignment

AmeriHealth Caritas Louisiana would like to make you aware of the Primary Care Provider (PCP) Reassignment Policy that has been approved by the Louisiana Department of Health in accordance with La. R.S. 46:460.54. The guidelines can be found at the following link on our website under Administrative Policies:
https://www.amerihealthcaritasla.com/provider/resources/index.aspx.

Reminder: If your practice is not registered with our website portal-NaviNet, we highly recommend registering. To register, please visit
https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx
 to sign up or contact your Provider Account Executive for details.

Questions:
Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert?
You can always find a complete listing of provider alerts on the Newsletters and Updates page of our website.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com

Where can I find more information on COVID-19?
AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit http://amerihealthcaritasla.com/covid-19 for up-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.

MCO PCP Auto Assignment Methodology

Department: Enterprise Core Administration Systems

Stakeholder(s):   Enterprise Core Administration Systems and Enrollment Department

Line(s) of Business: AmeriHealth Caritas Louisiana

Purpose:

This document provides the methodology being used in auto assigning Primary Care Providers ("PCPs") to AmeriHealth Caritas Louisiana members.

Methodology:

1. Frequency: PCP Auto Assignment Process runs on a daily basis and it is executed after processing daily HIPAA-compliant ASC X12N 834 Benefit Enrollment and Maintenance transactions.

2. Algorithm

    a. Members are automatically assigned to their chosen PCP received in the ASC X12N 834 eligibility file. When PCP information is not received in the 834 eligibility file, auto assignment algorithm is invoked and executed in the following order.

    b. Member's Claim History
        - For each member, the system scans through the claims processed over the last one year from most recent to oldest. If an active PCP is found with an open panel, the PCP is assigned as long as the PCP qualifies geographic proximity business rule - 10 miles for Urban parishes and 30 miles for Rural parishes.

    c. Historical PCPs
        - Member's historical PCP assignments are reviewed and the latest active PCP with an open panel is assigned as long as the PCP qualifies geographic proximity business rule - 10 miles for Urban parishes and 30 miles for Rural parishes.

    d. Family Member's PCP
        - Family's historical PCP assignments are reviewed and the latest active PCP with an open panel is assigned as long as the PCP qualifies geographic proximity business rule - 10 miles for Urban parishes and 30 miles for Rural parishes.
        - If the member's age is 18 or older, Family members with age 18 are older are considered in this step.
        - If the member's age is less than 18, Family members with age of less than 18

are considered in this step.
- If Family member's PCP doesn't qualify, other PCPs in the same provider group are considered.

e. Geographic proximity
- PCPs are assigned based on geographic proximity - 10 miles for Urban parishes and 30 miles for Rural parishes.
- If PCP's panel capacity is at 80% or more, search continues to the next PCP and selects the PCP with the best performance.
- If multiple PCPs are identified, preference provided to providers newest in the network.

LEVEL 1 — Member to be assigned a PCP → Scan for Claims History → PCP Available? — YES / NO

LEVEL 2 — Scan for historical PCP assignment → PCP Available? — YES / NO

LEVEL 3 — Scan for all family members with PCP assignments → PCP Available? — YES / NO

LEVEL 4 — Assign PCP based on Geographic proximity

Calculate mile radius between Providers and members and validate all criteria

1 If PCP satisfies all criteria and appropriate? — YES → Assign the PCP to the member → END

Go to next level until a PCP is assigned / All levels are completed

If PCP assigned successfully — YES → END / NO → Notify Enrollment team for manual assignment

1 PCP should be active, in Network (PAR), w/open panel, age/gender are appropriate, specialty type is appropriate and the PCP is within 10 miles (urban) or 30 miles (rural) of the member's address.

2 Select PCP with best performance. If there are multiple PCPs that satisfy the assignment criteria, give preference to new PCPs (assign the PCP with latest network effective date) within the process.