



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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Audrey Tayse Haynes
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Lawrence Kissner, Commissioner
Department for Medicaid Services
275 East Main Street, 6W-A
Frankfort, KY 40621

RE: MCO Primary Care Provider/Referral Policy

Pursuant to your request, I have compiled the MCOs' Primary Care Provider (PCP) assignment and specialist referral policies. The compilation was performed by requesting the PCP/Referral policies from the MCOs' and making inquiries for clarification.

All MCOs require the member to select a PCP; however, policies relating to PCP referrals for specialists differ among the MCO's. The table below reflects the differences.

Table 1: MCO Primary Care Provider/Referral Policy

Policy	Coventry	Anthem	WellCare	Passport	Humana
Member must select a PCP	YES	YES	YES	YES	YES
Member can change PCP by phone	YES	YES	YES	YES	YES
Member may see provider that is not PCP	YES	YES	YES	YES	YES
Number of times member can change PCP's without prior approval	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Effective date of PCP change	Within 24 Hours	Within 24 Hours	Within 24 Hours	Immediate	Immediate
Referral necessary for specialists	NO	NO	NO	YES	NO
Claim denial for specialist with no PCP referral	NO	NO	NO	YES	NO

Members should select a PCP during the initial sign up. If the member does not select, a PCP will be assigned to them. Members with all MCOs may change their PCP's by calling member services and requesting the change. All MCOs allow unlimited PCP changes.



The effective date for a PCP change for Passport and Humana is immediate upon request. The effective date of the PCP change for Coventry, Anthem, and WellCare is within 24 hours of the request.

Passport is the only MCO requiring a PCP referral before a member sees a specialist and also the only MCO denying claims by specialists without a PCP referral.

All MCOs' have reviewed and confirmed this information is a correct expression of their policies.

Sincerely,



Elizabeth Justus, Branch Manager
Managed Care Oversight – Contract Compliance

Cc: Medicaid Advisory Council
Neville Wise, Deputy Commissioner, Medicaid
Lisa Lee, Deputy Commissioner, Medicaid
Dr. John Langefeld, Medical Director, Medicaid