

# ENROLLEE REASSIGNMENT POLICY

The MCO shall have an enrollee reassignment policy that complies with the following core elements to ensure that enrollees are assigned to the most appropriate PCP. The policy shall include safeguards to prevent the assigned PCP from “de-selecting” or “cherry picking” enrollees. The policy, and any revisions, shall be reviewed and approved by LDH at least 30 calendar days prior to implementation.

The following core elements shall apply to all in-network PCPs, all enrollees who have been assigned to the current PCP for at least 90 days, and enrollees who have not seen the assigned PCP within the prior 12 months.

The MCO should refer to the Contract for requirements related to the enrollee’s initial assignment.

## Analysis

The MCO shall perform claims analysis on a quarterly basis and based on the previous 12 months (at minimum) of claims history, including wellness visits and sick visits.

## Reassignment

An enrollee will be eligible for reassignment if they have visited an unassigned PCP at least once within the previous 12 months, as follows:

- ❖ If the enrollee has seen an unassigned PCP within the same tax ID number (TIN) as the assigned PCP, the enrollee will not be reassigned.
- ❖ If an enrollee has not seen the assigned PCP and has seen multiple unassigned PCPs, the enrollee will be assigned to the PCP with the most visits.
  - If the enrollee has the same number of visits with multiple unassigned PCPs, the enrollee will be assigned to the most recently visited PCP.
- ❖ If the enrollee has an established relationship, defined by at least one claim within the previous 12 months, with an unassigned PCP, the MCO will reassign that enrollee appropriately, even if the unassigned PCP’s panel shows that it is closed. The enrollee-PCP relationship takes priority over a closed panel.

An enrollee will also be eligible for reassignment to another PCP under the following conditions:

- ❖ if they have not visited any PCP within the previous 12 months.
- ❖ If they are under 4 years of age and have not visited a PCP within the previous 6 months.
- ❖ If they have not visited a PCP within 6 months of giving birth.

All reassignments shall be prospective. An enrollee who has been reassigned may be transferred to another PCP upon enrollee request and in accordance with the Contract.