

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 or 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, selects the PCP with the best performance as defined in the Quality Enhancement Program. If multiple PCPs satisfy the assignment criteria, preference provided to providers newest in the network.



