



Weekly Provider News

October 11, 2016

Same Day Exception to PCP Change

The process for granting a one-time, same day exception for a member who is linked to one PCP, but would like to be seen by a different PCP, has changed.

PCP-member assignment changes become effective the month after the one in which the request is made to the Alliance. There are times when a member is unaware of his or her linkage and makes an appointment with a different PCP. The member may call the Alliance from the office requesting a PCP change. The Alliance may, at its discretion, make a one-time exception to allow the member to be seen that day depending on the circumstances. Previously, if an exception was granted, the change was made in the system immediately and the provider was able to see the change in the Provider Portal.

Effective October 3, 2016 the change is now made in the system within one to two business days. As the change will not be reflected immediately in the Portal, Alliance staff will provide a reference number to the office staff as confirmation the change is being made. The reference number is the provider's confirmation for the change.