

CHAPTER 9 PCP ASSIGNMENTS

REVISION DATE: 8/28/2024, 8/7/2024, 10/1/2021, 5/5/2017, 4/16/2014

REVIEW DATE: 10/18/2023

EFFECTIVE DATE: March 29, 2013

REFERENCES: Mercy Care Website; UnitedHealthcare Community Plan website

PROGRAM DESCRIPTION

The Division of Developmental Disabilities (Division) contracts with two Acute Care Health Plans (Administrative Services Subcontractors (AdSS)) to deliver health services for its members. The health plan assigns a Primary Care Provider (PCP) to enrolled members and are required to assign Members to Providers participating in value-based purchasing initiatives who have demonstrated high-value services or improved outcomes. Refer to the health plan's website for information about the PCP assignment process or call the Member Services Department at:

UnitedHealthcare Community Plan: 1-800-445-1638

Mercy Care: 1-800-624-3879

Members who are of American Indian descent may choose to receive acute care services through the DDD Tribal Health Program (THP)/Fee-For-Service (FFS). The Division operates the acute care service delivery system for these members. When a member elects THP/FFS, the Division's Support Coordinator works with the member to select a PCP that provides geographically convenient and culturally appropriate services. For THP questions call THP member services at 602-771-8080.

All Division members can change their PCP at any time. Members enrolled with an acute care contractor should contact the Division Liaison or the health plan's Member Services Unit listed above to execute a PCP change. For questions regarding the THP services contact 602-771-8080.

The AdSS shall allow Providers to request a PCP assignment roster and make the roster available within 10 business days of receipt of the request, and include, at a minimum:

- a. Assigned members' names,
- b. Assigned members' date of birth,



- c. Assigned members' AHCCCS ID,
- d. AHCCCS ID of the assigned PCP, and
- e. Effective date of member assignment to the PCP.