



Provider communication

General information and system updates

July 15, 2024

Claim-Based Primary Care Physician (PCP) Assignment

Applicable to: Mercy Care ACC-RBHA, Mercy Care LTC, Mercy Care DDD, and Mercy Care DCS CHP

Mercy Care will be implementing a claim-based primary care provider (PCP) reconciliation process for members in our ACC-RBHA, ALTCS, DDD, and DCS CHP programs. This change is in accordance with Regulatory Policy ACOM 307 and ACOM 325 and aims to streamline the assignment process for both providers and members. Implementation is scheduled for **08/08/2024**.

Key Points

Claim-Based PCP Assignment

Ongoing member PCP assignments will be regularly reviewed and updated based on claims data. This means a member's PCP will be based on the provider they have seen most recently, as indicated by their claim's history.

No Action Required by Providers

Providers will no longer need to call in to reassign members to their PCP. The system will automatically update the PCP assignment based on the latest claims data.

Compliance with Regulatory Policy ACOM 307 and ACOM 325

This change is made in compliance with Regulatory Policy ACOM 307 and ACOM 325, ensuring that the assignment process is both efficient and in line with regulatory requirements.

We believe this new process will enhance the efficiency of PCP assignments, reduce administrative burden, and improve overall member experience.

As always, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thank you for your cooperation and continued commitment to providing excellent care to our members!