



Patient Review and Coordination Program The Controlled Substances Prescriber

Q— What is the Patient Review and Coordination (PRC) Program?

The PRC Program may assign members to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

- The PRC program focuses on the health and safety of the member.
- It is a requirement of all Medicaid programs to control over utilization and inappropriate use of medical services of members.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.
- Members who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.

Q— How will I know if member is in the program?

The assigned providers will receive a copy of the member's letter. You can also check:

- The member's CUP medical card. The words **RESTRICTED ACCESS—CONTACT CUP** will be printed on the card.
- The CUP website will indicate that a member is on the PRC program. You may visit www.cuphealth.com to view eligibility and view the assigned providers.

Q— What is my role in the PRC Program?

- Make sure the member receives appropriate controlled substances for their medical needs.
- Coordinate care with the PCP.
- Educate the client on appropriate use of controlled substances.
- Instruct the client to only get controlled substances prescriptions from their assigned controlled substances prescriber.

Check assigned providers through the:

- CUP provider eligibility site. www.cuphealth.com.
- Contact CUP during our regular business hours at 360-449-8915.



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Q— What if the member needs care when I am not available?

Talk with the member about you after hours policy to avoid unnecessary and costly emergency room visits.

Q— What if I need to end my participation with an assigned client?

- You can end your participation with you assigned PRC member at any time.
- You must give your PRC member a 30 day written notice.
- You must notify us so we can help the member find another controlled substance prescriber. Please fax us a copy of the written notice that you sent to the PRC member. Fax to 360-449-8916 attn PRC.

Q— How do I contact PRC Program Staff?

Patient Review and Coordination Program

19120 SE 34th St. Ste 201
Vancouver, WA 98683
Phone - (360) 449-8915
Fax -(360) 449-8916

<http://www.cuphealth.com/provider/prr.aspx>

Q—What other help is available?

- CUP Mental Health Services
 - Telephone # 360-449-8944
- HRSA Division of Alcohol and Substance Abuse
 - <http://www.dshs.wa.gov/dasa/default.shtml>