



## Patient Review and Coordination Program The Hospital

### 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](http://www.cuphealth.com) to view eligibility and view the assigned providers.

### Q— What is my role in the PRC Program?

- Coordinate care with the member's assigned PCP.
- If non-emergent, refer the member back to their PCP.
- Educate the client on correct use of services and the importance of preventative care.
- Counsel the client on the importance of using one provider to manage and coordinate their care.
- Coordinate controlled substance prescriptions with the member's assigned PCP or assigned controlled substances prescriber.
- Collaborate with PRC to reduce inappropriate ER use. CUP PRC staff can provide member's utilization of medical services upon request.

**Check assigned providers through the:**

- CUP provider eligibility site. [www.cuphealth.com](http://www.cuphealth.com).
- Contact CUP during our regular business hours at 360-449-8915.



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**Q— Can a member receive services at a hospital they are not assigned to?**

Yes. A treating provider can send a member to a hospital they are not assigned to for covered services. Authorization is required for non emergent services for claim to be paid. Emergency room visits will be paid at a non assigned hospital for services that are determined to be emergent. A claim may be rejected if the emergency room visit was determined to be non emergent. Claims will be reviewed when they are received and a decision will be made by our Medical Director.

**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>

**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>