



## Patient Review and Coordination Program The Primary Care Provider

### 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 ID 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?

- Manage the member's health care.
- Coordinate care with the specialists and other assigned providers.
- Approve any additional care the member receives from other providers or specialists.
- Educate the member on the correct use of services and the importance of preventative care.
- Counsel the member on the importance of using one provider to manage and coordinate their care.

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

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



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**Q— How do I make a referral to another provider or specialist?**

- Fax a referral request with clinical to CUP at (360) 449-8916. Authorization must be in place before a PRC member is seen by a specialist.

**Q— Do all medical Services require a referral?**

No. Referrals are not required for:

- |                               |                        |
|-------------------------------|------------------------|
| Dental (w/DSHS coupon)        | Optometric services    |
| Emergency services            | Medical transportation |
| Basic Women's Health Services |                        |

**Q— Is billing the same for PRC members?**

Yes. Billing should go directly to CUP. Visit <http://www.cuphealth.com/provider/billing.aspx> for billing guidelines.

**Q— What happens if a member goes to a non-assigned provider?**

The claim will be denied from providers that are not assigned to the member and do not have an approved referral by CUP. If a member is at a non assigned provider's office without an approved referral, they should be referred back to their assigned PCP.

**Q— What if I need to end my participation with and assigned member?**

- You can end your participation with your 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 client find another primary care provider. Please fax CUP a copy of the written notice that you sent to the member. Fax to 360-449-8916.

**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>