	Policy ID: **EE-PHKY-305**
evolent HEALTH ™	Department: **Enrollment & Eligibility**
Policy Name: **PCP Assignment Policy**	Revision Date: **January 16, 2020**
Author: **John W. Thornton**	Review Date: **January 21, 2020**
Approved by: **Stephen Sullivan**	Approval Date: **January 21, 2020**

Partner: Passport Health Plan

Policy Definition and Procedure

Definition

This policy describes the Primary Care Physician (PCP) Auto-Assignment Process for Passport Health Plan. Evolent Health has implemented a systematic procedure, derived from a set of criteria and conditions as outlined in this document, to commit PCP assignments to member profiles in Identify Health Plan; Evolent's priority enrollment and claims adjudication platform.

Eligible Provider Prerequisites for PCP Auto-Assignment

Groups must meet the following requirements to be auto assigned as the PCP for new members:

- The group must be active.
- The group must have been identified as eligible.
- The group must have a network prefix of 1300.
- The group must have an open panel.
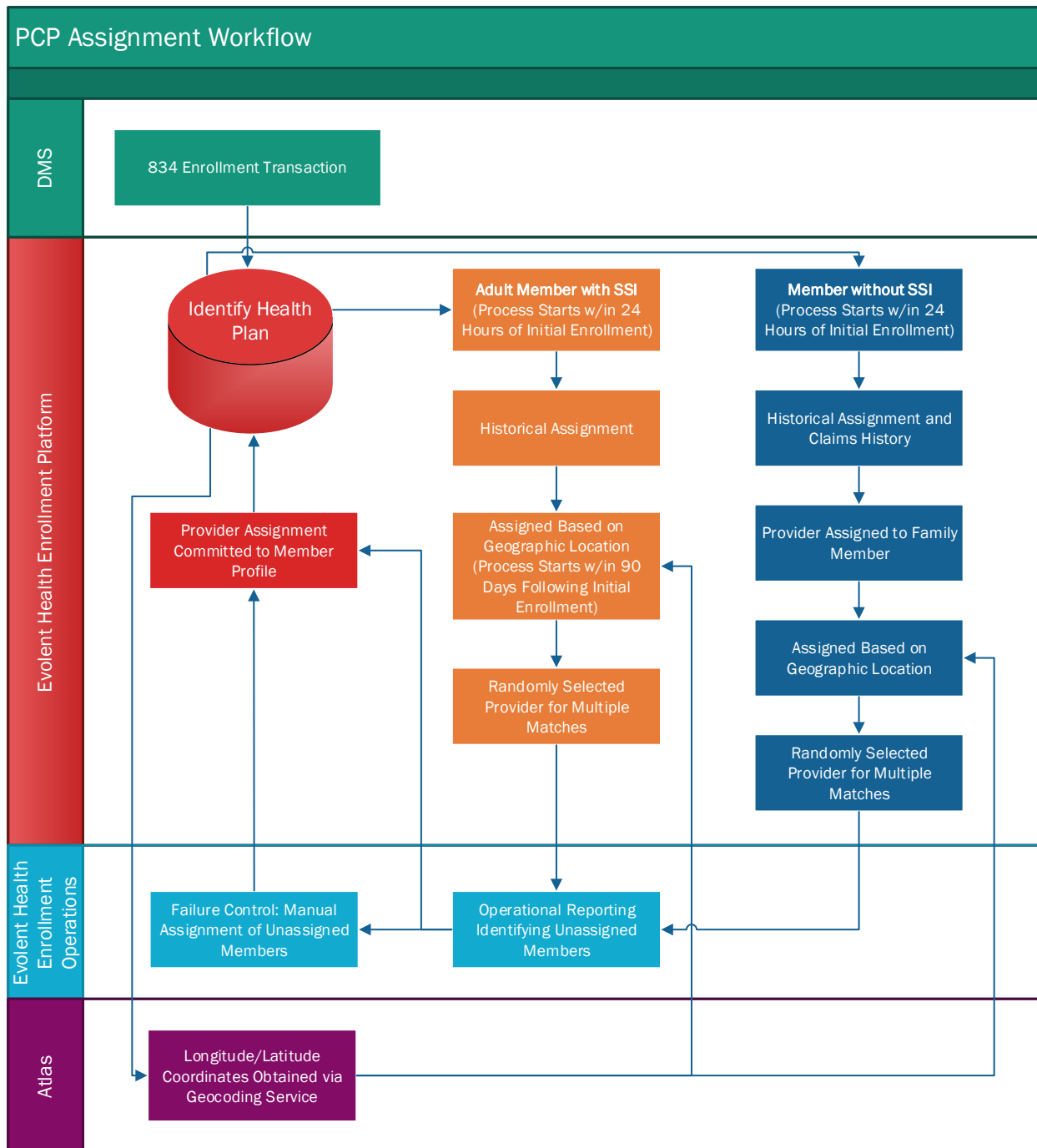- The group must meet age requirements

PCP Auto-Assignment Population Distinctions

For clarity, this policy has been subdivided into the following sections as differing business rules apply based on member population.

Members without Supplemental Security Income (SSI)

Members with Supplemental Security Income (SSI)

Workflow

PCP Assignment Workflow

DMS

834 Enrollment Transaction

Evolent Health Enrollment Platform

Identify Health Plan

Adult Member with SSI
(Process Starts w/in 24 Hours of Initial Enrollment)

Historical Assignment

Assigned Based on Geographic Location (Process Starts w/in 90 Days Following Initial Enrollment)

Randomly Selected Provider for Multiple Matches

Provider Assignment Committed to Member Profile

Member without SSI
(Process Starts w/in 24 Hours of Initial Enrollment)

Historical Assignment and Claims History

Provider Assigned to Family Member

Assigned Based on Geographic Location

Randomly Selected Provider for Multiple Matches

Evolent Health Enrollment Operations

Failure Control: Manual Assignment of Unassigned Members

Operational Reporting Identifying Unassigned Members

Atlas

Longitude/Latitude Coordinates Obtained via Geocoding Service

Members without Supplemental Security Income

Members without Supplemental Security Income are auto assigned a PCP within 24 hours of initial enrollment. Evolent conducts these provider assignments based on the following business rules, in the below sequence.

1. **Historical Assignment and Claims History**

    a. If the member is reinstating within 365 days of termination and had a PCP before, then the member is assigned to the same PCP
    b. If the member is not reinstating, terminated more than 365 days, and no historical PCP assignment, then Evolent searches the member's claims history for PCP type providers.

2. **Family-Link**

    a. If Evolent is unable to identify PCP from claims data, Evolent will search for eligible PCPs in the new member's family. If a match is found and the PCP is age-appropriate* and gender-appropriate for the member, then Evolent assigns the new member to the PCP.

3. **Geographic Location**

    a. If an eligible PCP cannot be found in the member's family, then Evolent searches for a PCP based on the member's physical address. Evolent assigns geographic coordinates to the member's profile upon enrollment to locate providers within their area. Evolent searches in 5-mile increments until the maximum distance is reached.
        i. Evolent searches a maximum distance of 30 miles from the member's home address.

4. **Multiple Provider Matches**

    a. If one or more eligible PCPs are found that are age-appropriate* and gender-appropriate for the member, then the member is assigned to a PCP that is chosen at random.

5. **Failure Control**

    a. If no eligible PCPs are found and the maximum radius has been reached, the enrollment operational team will assign the member a PCP as outlined by **EE-PHKY-210 Manual PCP Assignment** procedure.

Passport members 15 years old or younger are assigned to a pediatric PCP.

Adult Members with Supplemental Security Income

If the member has been on the plan in the past 365 days, we will reassign the members previous PCP, if not members are granted an extended timeframe of up to ninety (90) days to select a PCP. If the member has not selected a PCP after sixty (60) days, the member is geographically assigned a PCP on the sixty-first (61st) day.

1. **Geographic Location**

    a. If the member has not selected a PCP within sixty (60) days of initial enrollment, Evolent assigns geographic coordinates to the member's profile upon enrollment to locate providers within their area. Evolent searches in 5-mile increments until the maximum distance is reached.
        i. Evolent searches a maximum distance of 30 miles from the member's home address.

2. **Multiple Provider Matches**

    a. If one or more eligible PCPs are found that are age-appropriate and gender-appropriate for the member, then the member is assigned to a PCP that is chosen at random.

3. **Failure Control**

    a. If no eligible PCPs are found and the maximum radius has been reached, the enrollment operational team will assign the member a PCP as outlined by **EE-PHKY-210 Manual PCP Assignment** procedure.

RECORD RETENTION

Records Retention for Evolent Health ("Evolent") documents, regardless of medium, are provided within the Evolent Health records retention policy and as indicated in CORP.028.E Records Retention Policy and Procedure.

Review History

Description of Review / Revision	Revision Date
New Policy	3/1/2019
Workflow added; Process Steps Reorganized with Additional Information	1/16/2020
Updated workflow; clarification edits; addition of historical PCP requirement for Adults with SSI	1/17/2020
Adjusted geographic auto-assignment timeframe for Adult Members with SSI to 60 days from 90 days	1/21/2020