Care System (CS) or County PCC/Care Coordination Change Process

CS/County unsure of member PCC assignment based on monthly enrollment roster received.

CS/County contacts member to confirm PCC member uses for care or PCC member plans to establish with for care.

Is this a PCC CS/County provides care coordination for?

YES

CS/County responsible for assessment, care plan, care coordination.

NO

Prior to 15th

CS/County faxes UCare the PCC/Care Coordination Change Request form with the name of the new PCC to 612-884-2274.

The effective date is the 1st date of the current month.

After 15th

If after the 15th of the month, the effective date of the care coordinator change will be the 1st date of the following month and the current Care System/County is responsible for the assessment.

CS/County faxes UCare the PCC/Care Coordination Change Request form with the name of the new PCC to 612-884-2274.

If the CS or County has not confirmed the new PCC with the member, the CS or County will be responsible for the member until the PCC is confirmed.

If a member states they plan to establish care with a new PCC UCare expects the receiving care coordination delegate to work with the member in scheduling the appointment to establish care.

Is it prior to the 15th of the month AND is this the member’s 1st month of enrollment or 1st month of a product change?