

The Primary Care Provider

Patient Review and Coordination Program

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

The PRC Program may assign clients 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 client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.

➔ How will I know if a client is in the program?

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

- Web inquiry through ProviderOne
- 270/271 batch eligibility inquiry and response transactions
- Interactive Voice Response System: 800-562-3022
- Calling DSHS Customer Services: 800-562-3022
- Medicaid Eligibility Verification Vendor
- Magnetic Card Reader

➔ What is my role in the PRC Program?

- Manage the client's health care.
- Coordinate care with the specialists and other assigned providers.
- Approve any additional care the client receives from other providers or specialists.
- Educate the client on the 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 with the PRC Program. Staff can provide the client's utilization of medical services upon request.

➔ What if the client needs care when I am not available?

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

➔ How do I make a referral to another provider or specialist?

- Referrals can be made by phone or in writing.
- Give your NPI (National Provider Identification) to the specialist when making a referral. The specialist must include your NPI in the "referring physician box" on the DSHS claim form to ensure their payment.

➔ Do all medical services require a referral?

No. Referrals are not required for:

- Dental
- Medical transportation
- Optometric services
- Mental health
- Drug and alcohol treatment
- Family planning
- Emergency services

➔ Is billing the same for PRC clients?

Yes. See <http://maa.dshs.wa.gov/download/BI.html> for billing instructions.

➔ What happens if a client goes to a non-assigned provider?

- The claims billing system will deny claims from providers not assigned to the client or who have not been referred by the client's PCP.
- Clients should be referred back to the assigned provider.

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

- You can end your participation with your assigned PRC client at any time.
- You must give your PRC client a 30-day written notice.
- You must notify us so we can help the client find another primary care provider.

➔ How do I contact PRC?

Patient Review and Coordination Program

PO Box 45530

Olympia, Washington 98504-5530

Phone: 1-800-562-3022, ext. 1-5606

(Monday - Friday, 8 a.m. - 5 p.m.)

FAX: 360-725-1969

<http://maa.dshs.wa.gov/PRR>

➔ What resources are available?

- Health and Recovery Services Administration Tool Kit for Helping Patients with Drug Use Disorders:
<http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>
- Buprenorphine Information: <http://buprenorphine.samhsa.gov/>
- Division of Alcohol and Substance Abuse:
<http://www.dshs.wa.gov/dasa/default.shtml>
- Mental Health Division: <http://www.dshs.wa.gov/mentalhealth/>
- Opioid Guideline for Chronic-Non Cancer Pain:
<http://www.agencymedicaldirectors.wa.gov/Files/OpioidGdline.pdf>