

CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL		Chapter:	2.2.4
Title:	MANAGED CARE SERVICES	Page:	1 of 2
		Date Effective:	July 1, 2002
Subject:	CHOICE OF PRIMARY CARE PROVIDER	Date Revised:	May 30, 2006
		Authorizing Signature:	

AUTHORITY: Guiding Principle(s): Effectively Managed
WAC 388-865-0345
DSHS/MHD – CDRSN/PHP contract

SCOPE: This policy applies to Chelan-Douglas Regional Support Network/Prepaid Health Plan (CDRSN/PHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

PURPOSE: This policy describes the process for ensuring that the client has choice of case manager from which to receive outpatient services.

DEFINITIONS: n/a

POLICY: The CDRSN/PHP and its providers ensure that each client who is receiving non-emergent community mental health rehabilitation services has a primary care provider who is responsible to carry out the Plan of Care. The provider must allow clients, parents of clients under the age of thirteen, and guardians of clients of all ages to select a primary care provider from available qualified primary care provider staff in the services area.

1. For clients with an assigned care manager, the care manager is the primary care provider.
2. If the client does not make a choice, the provider must assign a primary care provider no later than 14 working days after the client requests services.
3. A client can change primary care providers in the first 30 days after entering services and once during a twelve-month period for any reason.
4. Any additional change of primary care provider during the twelve-month period may be made with documented justification at the client's request by:

- a. Notify the provider of his/her request for a change, and the name of the new primary care provider they would like to have,
 - b. Identifying the reason for the desired change.
5. A client whose request to change primary care providers is denied may submit a grievance with the CDRSN/PHP or request an administrative hearing with DSHS.

SEE ALSO: Glossary of Terms and Acronyms