

TIPS TO MANAGE YOUR MEDICAID MANAGED CARE ORGANIZATION (MCO) ASSIGNED PANEL

Panel management, or population management, ensures that all patients attributed to a practice are receiving care, not just those who call and come in for an appointment.

Below are some suggested tips for leveraging information provided from the Managed Care Organization (MCO) to manage your assigned patient population as well as instructions on how patients in each of the MCOs can request to change their Primary Care Physician (PCP) if necessary.

Tips for managing your MCO assigned panels:

- 1. Access your MCO Patient Panels to identify the entire population that has been assigned to your practice.**
If you don't currently receive panel lists from your MCO, reach out to request access to the panel and the MCO portal, if available.
- 2. Identify low/non-utilizing patients.**
Crosswalk the MCO panel list to patients listed in your EHR/practice registry and identify low/non-utilizing patients (attributed patients who have not had an appointment at the practice or those that have not been to the practice in over a year).
- 3. Outreach to low/non-utilizing patients.**
Outreach to low/non-utilizing patients to see if they would like to schedule an appointment. If not, ask if they are obtaining care from another PCP. If they are, provide the patient with instructions on how to change their PCP assignment. Maintain a list of patients who are unreachable or who have indicated they are seeking care from another PCP and provide updates to the MCO for follow-up purposes.

Patient Initiated PCP Changes:

In most situations, the provider or practice cannot request the change on behalf of the patient. The patient has to request a PCP change through the MCO. Below is the contact information and/or instructions on how to change the PCP assignment for the five managed care Medicaid payers paired with our Suffolk Care Collaborative PPS.

Affinity Health Plan	The change in PCP assignment will take place on the first day of the month after the change was requested.	Phone Customer Services: 1-866-247-5678; Ask for help in selecting another PCP Access and Submit On-line Provider Change Form at https://www.affinityplan.org/Providers/Resources/Forms/Provider-Forms/ It may take up to 5 business days for form to process.
Fidelis Care		Phone Fidelis Member Services: 1-888-FIDELIS (1-888-343-3547). Access Patient Portal – Secure Online Member Account: www.fideliscare.org/members
Healthfirst	The preferred methods for members to change PCP are by phone or through their patient portal.	Phone Healthfirst Member Services: 1-866-463-6743 English TTY: 1-888-542-3821; Spanish TTY: 1-88-867-4132 Changes are effective immediately. Access Patient Portal – Secure Online Member Account: MyHFNY.org Change effective same day or within 1 business day. Access Provider Change form – Fax to 212-497-8998 www.healthfirst.org/providerforms Available in English, Spanish, Chinese, Russian, Korean, and Haitian Creole. Change processed by the next business day.
United Health Care	Changes submitted before the 15th of the month: effective on the first day of the following month. Changes submitted on or after the 16th of the month: effective on the first day of the second following month.	Phone United Healthcare Community Plan Member Services: 1-800-493-4647 Access Patient Portal – Secure Online Member Account: myuhc.com
Emblem	PCP changes take effect immediately upon request.	Phone Customer Services: 1-855-283-2146 Access Patient Portal – Secure Online Member Account: https://www.emblemhealth.com/