

SECTION 5 - Primary Care

5.1- Responsibilities of a Primary Care Provider (PCP)

Selecting a Provider

All members of VNSNY CHOICE Medicare products) and SelectHealth must choose a participating primary care provider (PCP). Upon enrollment, every member selects a PCP from the VNSNY CHOICE Provider Directory.

For members of SelectHealth, every participating PCP servicing HIV-infected members must be an HIV-specialist who has met the criteria of one of the following recognized bodies: (a) The HIV Medicine Association (HIVMA) definition of an HIV-experienced provider, (b) HIV-Specialist status accorded by the American Academy of HIV Medicine or (c) Advanced AIDS Credited Registered Nurse Credential given by the HIV/ AIDS Nursing Certification Board (HANCB).

If a member of CHOICE Total or SelectHealth does not choose a PCP within 30 days of notification of enrollment, Member Services will assign a PCP to the member.

Enrollees in the VNSNY CHOICE Managed Long Term Care Plan are not required to select a PCP, however, their physician or Nurse Practitioner must be willing to work with the plan. All non-MLTC Members may change their designated PCP at any time by contacting Member Services at the telephone number for their plan (see page 3). Members will receive a new ID card with updated PCP information.

Specialty Care Providers as Primary Care Providers (PCP)

A Specialty Care Provider may act as the PCP for a member with a life-threatening, degenerative and/or disabling condition, or a disease requiring prolonged specialized medical care. The member or the member's PCP may initiate the request for the specialist to act as the member's PCP. Such requests should be made to the Utilization Management Department.

Member to Provider Ratios

PCPs agree to adhere to the member-to-PCP ratios referenced in the Provider Agreement that governs their relationship with VNSNY CHOICE (Individual Provider or Hospital). These ratios are for Medicaid enrollees only, are VNSNY CHOICE-specific, and assume that the PCP is a full-time equivalent (FTE) defined as a provider practicing 40 hours per week for the SelectHealth. These ratios will be prorated for PCPs that represent less than an FTE to VNSNY CHOICE.

HIV Specialist PCP assigned member ratios are based on a 40-hour work week full-time equivalent (FTE). HIV Specialist PCP physicians and nurse practitioners may have no more than 350 SNP members per FTE. A physician HIV Specialist PCP practicing with a physician extender may have no more than 500 SNP members per FTE. Assigned member ratios are prorated for HIV Specialist PCPs with fewer than 40 hours per week.

Minimum Office Hours

A SelectHealth PCP must practice a minimum of 16 hours a week at each primary care site.

- Providers must promptly notify VNSNY CHOICE of changes in office hours and location as soon as this information becomes available, but no later than three business days after the change takes effect.
- The minimum office hour requirement may be waived under certain circumstances. Please contact the VNSNY CHOICE Provider Service Department at the telephone number listed in Introduction of this provider manual for further information.

5.2- Primary Care Panels and Member Enrollment Rosters

VNSNY CHOICE members select a primary care physician (PCP) at the time of enrollment. PCPs can receive enrollment rosters indicating the VNSNY CHOICE members assigned to their panel each month by calling our Provider Service department. In addition to that, the provider can also reach out to their designated Provider Relations account manager and request a copy of their roster.

The enrollment roster contains demographic information for each member in the provider's panel and also reflects the VNSNY CHOICE product the member is enrolled in. Each time a VNSNY CHOICE member visits their PCP, the eligibility verification steps outlined in Section 3.1 should be followed.

5.3- Preventive Care Standards

VNSNY CHOICE provides its members with access to routine and preventive healthcare services; these services are provided and coordinated by the member's PCP. Direct access to a women's health specialist is provided within the network for routine and preventive women's healthcare services. Adult routine physicals and screenings are recommended according to age and risk factors.

Please note: VNSNY CHOICE Total members **do not** require a referral to obtain an influenza or pneumococcal vaccine. Additionally, there is no copayment for administering the influenza or pneumonia vaccine.

Participating SelectHealth providers serving members living with HIV must comply with professional medical standards of practice, the Contractor's practice guidelines, and all applicable federal, state, and local laws. These include but are not limited to, standards



established by the American College of Obstetricians and Gynecologists, the American Academy of Family Physicians, the U.S. Task Force on Preventive Services, and the New York State Child/Teen Health Program. These standards and laws recognize that Family Planning counseling is an integral part of primary and preventive care.