



Requesting to have Specialist as Primary Care Physician (PCP)

State of Texas Access Reform (STAR) and Children’s Health Insurance Program (CHIP) Members

OVERVIEW	REQUEST INITIATED FROM MEMBER	REQUEST INITIATED FROM SPECIALIST PROVIDER
<p>Purpose — To provide guidance on how a member or Specialist Provider can request to select a Specialist Provider act as a member’s Primary Care Physician. This applies for BCBSTX Medicaid (STAR) and CHIP Members only.</p> <p>For More Information — Refer to the BCBSTX Provider Manual on our Web site at: www.bcbstx.com/provider/network/medicaid.html</p>	<ul style="list-style-type: none"> • Member with special health care needs calls Customer Service at 877-560-8055 and requests to have specialist provider assigned as their PCP. • BCBSTX contacts provider to ensure agreement with acting as member’s PCP. • If Specialist Provider agrees, the Network Contracting Representative will provide Specialist with necessary responsibility information. <ul style="list-style-type: none"> ○ BCBSTX sends member new Identification Card with Specialist Listed as Primary Care Physician • If Specialist Provider does not agree, BCBSTX will contact member and discuss decision of Specialist Provider and possible alternatives 	<ul style="list-style-type: none"> • Specialist Providers treating a member with special health care needs calls Customer Service at 877-560-8055 and requests to be assigned to member as their primary care physician • BCBSTX Network Contracting Representative contacts provider to ensure understanding and agreement with acting as member’s PCP. • BCBSTX contacts member to ensure agreement with having Specialist Provider support member as their PCP <ul style="list-style-type: none"> ○ If member agrees, BCBSTX sends member new Identification Card with Specialist Listed as Primary Care Physician • If member does not agree, BCBSTX will contact requesting provider and discuss decision of the member and discuss alternatives.

Responsibility of the Primary Care Physician (PCP)

Primary Care Physicians (PCPs) and other professional providers are responsible for establishing a “medical home” for their BCBSTX Medicaid (STAR) and CHIP Members. PCPs are responsible for providing timely preventive services, giving diagnosis and treatment, and educating Members on how to appropriately use available health services.

PCPs must comply with all state and federal laws and abide by the terms of their contracts. Primary care services are limited to the Member's benefit coverage