

**HEALTHY CONNECTIONS PRIMARY CARE CASE MANAGEMENT (PCCM)
FREQUENTLY ASKED QUESTIONS**

| Question | Answer |
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| What is a Patient Centered Medical Home (PCMH)? | PCMH is an approach to providing comprehensive primary care for patients. This model focuses on prevention and coordination of care for all patients. The PCMH coordinates care for the “whole person” including medical, behavioral and social needs. In this model patients and families are encouraged to be more engaged in their care and improving their overall health. |
| What does it mean to me to be in a PCMH? | A PCP that uses PCMH methods to provide care to you will have care coordination to help connect you to other necessary services as well as medical services. They provide a higher level of access and will work with a team approach to your care, with you as an important and central part of the team. |
| What does my ‘Network’ or ‘Tier placement’ mean? | A provider is placed in the appropriate network based upon criteria that include expanded patient access, transformation to and recognition as a Patient Centered Medical Home (PCMH). There are four Networks or Tiers with increasing levels of adherence to the Patient Centered Medical Home model of care. |
| Do I get better care at a PCMH? | We feel all our PCPs provide good care, but it is a different method of providing care in a PCMH. It utilizes a team of providers including specialists, care coordinators and other provider types to address your health concerns with you as part of the team. |
| How do I select a primary care physician or provider (PCP)? | Healthy Connections manages the enrollment of patients in the program. Enrollment information is sent to the you upon becoming eligible for Medicaid. You can enroll with a provider at your provider’s office or you can contact our customer service number at 1 (888) 528-5861. You may also go to www.livebetteridaho.org to find a participating PCP in your area. If you do not select a PCP, Healthy Connections will make an assignment based on previous patient-physician |

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| | relationships, location, or other factors. You can subsequently change your PCP assignment under certain circumstances and within certain timeframes. |
| If I do not select a PCP within the allotted time frame, what will happen? | If you do not select a primary care physician, one will be assigned to you by Healthy Connections. Criteria used in making the assignment are previous or existing patient-provider relationships, family-provider relationships, and geographic access. If you do not establish care with your assigned PCP you may experience delays in receiving services and referrals. If you are dissatisfied with your assignment, you may request a change by contacting Healthy Connections at 1 (888) 528-5861. |
| What does 'establish care' mean? | If you are enrolled with a PCP that you have never seen before, it is important that you make an appointment with them so they have you in their records as a current patient. If not, when you may need a referral from them, they may choose not to give the referral. If you have no health issues that require a visit to your PCP, Medicaid provides a yearly Wellness benefit for all Medicaid adults and children. Depending on age, children may be eligible for multiple Wellness visits per year. Participation in a Wellness visit with your PCP will establish care. |
| How frequently can I change my PCP? | You can change your PCP at any time. |
| If I change my PCP, when will the change become effective? | PCP changes are effective the same day as the request is received. |
| What if I move away? | You may go to www.livebetteridaho.org to find a participating PCP in your new location. You may also contact Healthy Connections at 1 (888) 528-5861 for assistance in finding a new primary care provider. If you do not contact us, your enrollment with the previous PCP will remain the same and could cause access to care issues in your new location. |

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| Do I need a referral for emergency medical care? | No. You may seek medical care at any location and have care rendered immediately without the need for a referral. Follow-up, non-emergency care will require a referral. |
| When are referrals required? | If you seek medical treatment from a provider other than the PCP you are enrolled with, you will most likely need a referral. Referrals are generated by your established Healthy Connections provider. Some services do not require referrals. For a complete list of services that do not require referrals, you can find them online at www.Healthyconnections.idaho.gov . On the right side of the page, under <i>Participant information and forms</i> , you will find the Idaho Health Plan Booklet. This is your resource for most questions you have about Medicaid including Healthy Connections. |
| What if I need to see another provider or a Specialist and I have not obtained a referral from my PCP? | Prior to treatment, the provider or specialist must have a referral from the PCP with whom you are enrolled. Should you continue with the services without the referral, you may be responsible for the costs incurred. The provider may only bill you if the provider has notified you of your responsibility to pay, in writing, prior to rendering services. |
| I still have questions, who do I call? | If you have any questions about Healthy Connections, PCMH or your primary care provider, you can contact Healthy Connections at 1 (888) 528-5861 and someone will be able to assist you. |