



Enrollee Reassignment Policy Core Elements

Louisiana Department of Health (LDH) updated its Enrollee Reassignment policy. Please review the details below, all revisions are underlined:

Purpose

The purpose of the enrollee reassignment policy is to ensure Medicaid enrollees are assigned to the most appropriate PCP. United Healthcare Community Plan (UHC) used the core elements outlined in this bulletin to develop its enrollee reassignment policy. The core elements were developed by a workgroup consisting of providers, all MCOs and LDH. Policies shall include safeguards to prevent the assigned PCP from “de-selecting” or “cherry picking” enrollees. Any revisions the enrollee reassignment policy shall be reviewed and approved by LDH at least 30 calendar days prior to implementation of any new or revised language.

Reassignment

- An enrollee will be eligible for reassignment if they have visited an unassigned PCP at least once within the previous 12 months as follows:
 - If the enrollee has seen an unassigned PCP within the same tax ID number (TIN) as the assigned PCP, the enrollee will not be reassigned.
 - If a enrollee has not seen the assigned PCP and has seen multiple unassigned PCPs, the enrollee will be assigned to the PCP with the most visits.
 - If the enrollee has the same number of visits with multiple unassigned PCPs, the enrollee will be assigned to the most recently visited PCP.
 - If the enrollee has an established relationship, defined by at least one claim within the previous 12 months, with an unassigned PCP, UHC will reassign that enrollee appropriately, even if the unassigned PCP’s panel shows that it is closed. The enrollee-PCP relationship takes priority over a closed panel.
 - An enrollee will also be eligible for reassignment to another PCP if they have not visited any PCP within the previous 12 months.
 - All reassignments shall be prospective.
 - An enrollee who has been reassigned may be transferred to another PCP upon enrollee request and in accordance with the contract.

LDH has published Informational Bulletin 19-06 for your reference [IB19-6 revised 03.04.24.pdf \(la.gov\)](#).

For questions or concerns regarding any bulletin, contact United Healthcare Community Plan at 1-866-675-1607.