VNSNY CHOICE

VNSNY CHOICE - Primary Care

5.1- Responsibilities of a Primary Care Provider (PCP)

Selecting a Provider
All members of VNSNY CHOICE Medicare Advantage Plans, Medicare Advantage Special Needs Plans, VNSNY CHOICE FIDA Complete and VNSNY CHOICE 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 the VNSNY CHOICE SelectHealth, every participating primary care provider (PCP) that follows 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 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. Members may change their designated PCP at any time by contacting Member Services at the telephone number listed in the introduction of this provider manual. Members will receive a new ID card with updated PCP information.

As a Primary Care Provider (PCP), you are the manager of your patients' total healthcare needs. PCPs provide routine and preventive medical services, authorize covered services for members, and coordinate all care that is given by VNSNY CHOICE specialists, VNSNY CHOICE participating facilities, or any other medical facility where your patients might seek care (e.g., Emergency Services). The coordination provided by PCPs may include direct provision of primary care, referrals for specialty care and referrals to other programs including Disease Management and educational programs, public health agencies and community resources.

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 VNSNY CHOICE SelectHealth. These ratios will be prorated for PCPs that represent less than an FTE to VNSNY CHOICE.

Minimum Office Hours
A VNSNY CHOICE 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 reduced 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.
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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 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 Medicare Plan 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.