Care System (CS) or County PCC/Care Coordination Change Process

CS/County unsure of member PCC assignment based on monthly enrollment roster received.
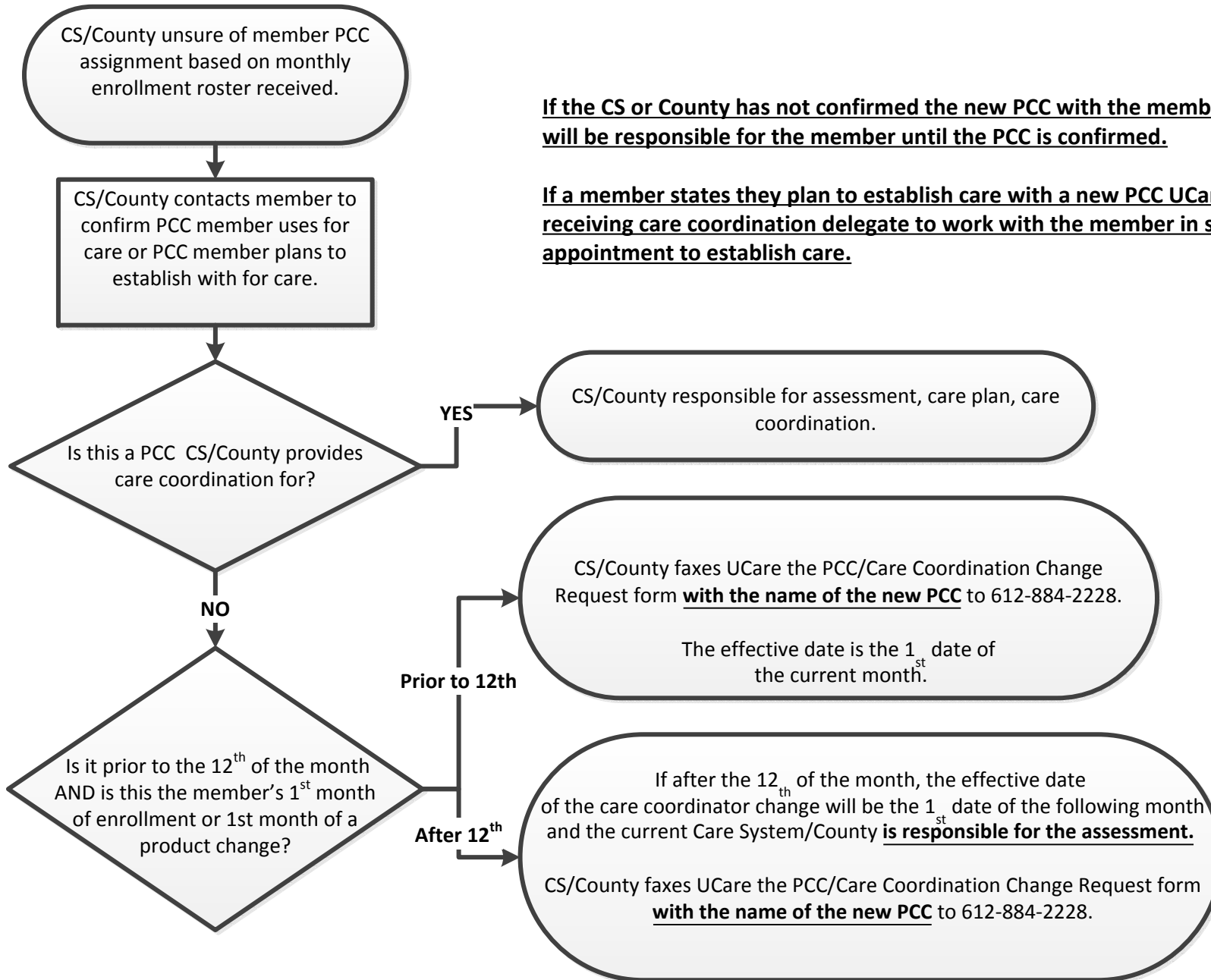
If the CS or County has not confirmed the new PCC with the member, the CS or County will be responsible for the member until the PCC is confirmed.

If a member states they plan to establish care with a new PCC UCare expects the receiving care coordination delegate to work with the member in scheduling the appointment to establish care.

CS/County contacts member to confirm PCC member uses for care or PCC member plans to establish with for care.

Is this a PCC CS/County provides care coordination for?

YES → CS/County responsible for assessment, care plan, care coordination.

NO

Is it prior to the 12th of the month AND is this the member's 1st month of enrollment or 1st month of a product change?

Prior to 12th → CS/County faxes UCare the PCC/Care Coordination Change Request form **with the name of the new PCC** to 612-884-2228.

The effective date is the 1st date of the current month.

After 12th → If after the 12$_{th}$ of the month, the effective date of the care coordinator change will be the 1$_{st}$ date of the following month and the current Care System/County **is responsible for the assessment.**

CS/County faxes UCare the PCC/Care Coordination Change Request form **with the name of the new PCC** to 612-884-2228.

Revised 8/15/2023