

Panel Management Quick Tips

Providers should update NCTracks with any limitations for age and gender as well as whether they are accepting new patients and/or siblings. PHPs ingest the information when establishing panel limits for Standard Plans. Member are assigned to providers at the group/AMH level.

For more details on how to update your panel with each PHP, view the [State's Fact Sheet on Panel Management](#).

PCP Change Form (adding a member to your panel)

If your office notices the PCP listed on a member's ID card is no longer with your practice or if the member asks for help changing their PCP to your practice, **the member and provider can complete the PCP change form**. Member consent and choice is of the utmost importance when it comes to selecting an AMH. Member consent is needed for a provider to submit this on their behalf. The member should sign the PCP change form prior to it being submitting to the PHP.

This form can process changes for the following reasons:






Member/PCP
relocation

Patient is already
established

PCP office
inconvenient

Member
Choice

Access the PCP change form for each PHP:






	https://www.amerhealthcaritasnc.com/provider/forms/index.aspx
	https://network.carolinacompletehealth.com/forms
	https://provider.healthybluenc.com/docs/gpp/HBNC_CAID_ChangeRequestFormInst.pdf
	https://www.uhcprovider.com/en/health-plans-by-state/north-carolina-health-plans/nc-comm-plan-home/nc-cp-forms-refs.html
	https://www.wellcarenc.com/providers/medicaid/forms.html

PCP requesting member reassignment (release a member from your panel)

A PCP can initiate a request to release a member from their panel for reasons such as dismissal from the practice, i.e. if the member is non-compliant. Prior to this request, PCPs should outreach to members to assess any barriers to care. All efforts should be made to help address social determinants of health or other reasons the member is having trouble engaging in their care. PCPs are encouraged to use care management resources to help members with barriers to engage and/or social determinants of health.

Patient termination must be accompanied by appropriate written notice provided to the patient or the patient's representative sufficiently far in advance (at least 30 days) to allow other medical care to be secured. ([NCMB](#))

After the PCP has exhausted all attempts to support the member, the PHP will help the member to find a better suited PCP. In most cases, the member must consent to changing their assigned AMH and the health plan will attempt multiple outreaches to the member to engage them in the decision-making process.

	<p>Fax a written request on letterhead to the Panel Release Coordinator at 1.215.863.5229. Providers may mail the request to: AmeriHealth Caritas Panel Release Coordinator 200 Stevens Drive Philadelphia, PA. 19113-1570. NOTE: Requests sent via mail will take longer to process.</p>
	<p>Provider can reach out to their Provider Engagement coordinator for assistance, or complete the process outlined in the Member Reassignment Policy using the Member Reassignment Worksheet</p>
	<p>Providers can reach out to their Network Relations Consultant or contact us via email at NC_Provider@healthybluenc.com to request reassignment of noncompliant members.</p>
	<p>Providers should call the Member Services or mail documentation to United Healthcare. Full instructions can be found on Page 37 of the provider manual. Care Provider Manual - UnitedHealthcare Community Plan of North Carolina (uhcprovider.com)</p>
	<p>Providers can reach out to their Provider Network Specialist or contact us via email at NCProviderRelations@wellcare.com to request reassignment of noncompliant members</p>

Provider Manuals and Helpful Contacts

For links to Provider Manuals and other helpful contacts visit:

<https://medicaid.ncdhhs.gov/health-plans/health-plan-contacts-and-resources>