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Iowa primary care provider automatic assignment process for members

During enrollment, a member can choose his or her PCP. When a member does not choose a PCP at the time of his or her enrollment:

- If we are the primary payer, we will auto-assign a PCP within one business day from the date we process the daily eligibility file from the state.
- If we are the secondary payer, we will not auto-assign a PCP unless the member asks us to do so.

Pregnant members have 14 calendar days after birth to select a PCP for the newborn. After 14 days, we will auto-assign a PCP for the newborn.

There are two stages of auto-assignment logic for members who do not choose a PCP:

- The first stage uses existing algorithms to assess data, such as the distance of the PCP office from the member's home, family link and historical relationship. Many providers receive an assignment of members based upon the first stage assignment logic.
- In the event there is more than one PCP who meets the first stage assignment logic for a member, the second stage will be activated. The second stage utilizes provider performance on HEDIS® quality scores and efficiency vs. similar specialty types and takes into account member demographics such as age and languages spoken and distance from provider office. The member will be automatically assigned to the provider with the highest matched criteria.

Members receive an Amerigroup Iowa, Inc. ID card that displays their PCP's name and phone number in addition to other important plan contact information.

Members may elect to change their PCP at any time by calling Amerigroup Member Services at 1-800-600-4441 from 7:30 a.m.-6 p.m. Central time. The requested change will become effective no later than the following day, and a new ID card will be issued.

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