

## **PCP panel overview for member assignment**

There are two stages of the member auto-assignment logic for members who do not self-select a PCP:

- The first stage assesses the distance of contracted PCP offices from the member's home, languages spoken by provider and office staff, family link, prior relationship, etc. Many providers are assigned members based on the first-stage assignment logic.
- The second stage utilizes a rating system that has two components: quality and efficiency. 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.

Currently, members can change the PCP selection at any time in accordance with Tennessee program rules.

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.