

## Roles and Responsibilities of Primary Care Practitioners and Specialty Care Practitioners

Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) has a statewide practitioner/provider network that is: <ul style="list-style-type: none"> <li>• Built on partnerships with a commitment to community service through practitioner-sponsored care</li> <li>• Comprised of over 5,000 primary care and specialty care practitioners, including allied and ancillary healthcare providers; hospitals and other facilities selected to provide quality healthcare to our members</li> </ul>	
Primary Care Practitioners (PCPs)	Specialty Care Practitioners
Presbyterian's network of credentialed PCPs include <ul style="list-style-type: none"> <li>• Family Practice Practitioners</li> <li>• General Practitioners</li> <li>• General Internists</li> <li>• Pediatricians</li> <li>• Certified Physician's Assistants</li> <li>• Certified Nurse Practitioners</li> <li>• other specialists that elect to perform in the role of a PCP</li> </ul> Our <b>Primary Care Practitioners</b> play an integral role in helping us meet our objectives of focus on the total well being of the member, while providing a "medical home" where the member can readily access preventive healthcare services and treatment, as opposed to episodic, health-crisis management. Members will also be encouraged to become more involved in their own healthcare maintenance and wellness.	Presbyterian's network of credentialed Specialists include <ul style="list-style-type: none"> <li>• Practitioners not identified as a PCP</li> <li>• May also include Obstetricians and Gynecologists</li> <li>• Practitioners who agree to accept referrals of members from other in-plan practitioners to provide more specialized service(s) for the member</li> </ul> Our <b>Specialty Care Practitioners</b> accept referrals of members from other in-plan practitioners to provide more specialized service(s) for the member (please see "Coordinating Care: Benefit Certification and Care Coordination," in the <b>Health Services</b> section of the 2008-2009 Practitioner and Provider Manual for more detailed information on referrals).

**Complete details provided in the 2008-2009 Presbyterian Practitioner and Provider Manual. Copies are available from your Provider Services Coordinator and on Presbyterian's website at <http://www.phs.org/healthplan/providers/manual.shtml>**

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Provider/Practitioner Responsibilities to Presbyterian	PCP	Specialist
Document communication with the Specialty Care Practitioner in the medical record.	X	
Document communication with the PCP or other in-plan practitioner in the medical records.		X
Follow utilization and quality management guidelines.	X	X
Adhere to Presbyterian's administrative policies and procedures.	X	X
Meet Presbyterian's credentialing and recredentialing requirements.	X	X
<b>KEY!</b> -- Notify Presbyterian of changes in address, licenses, liability insurance, <b>contracting status</b> or any other issue which could affect his or her ability to effectively render medical care.	X	X
Verify with Presbyterian the member's eligibility and benefit certifications (formerly prior authorizations) for covered services before rendering services. Quickly and easily verify member eligibility through Pres Online as well as request benefit certification of covered services at <a href="http://www.phs.org">www.phs.org</a> Or verify member eligibility through our Interactive Voice Response (IVR) system: (505) 923-5757 or 1-888-923-5757.	X	X
<b>Contract Termination</b> -- The contract between Presbyterian and participating practitioners requires that at least a 120-day written notice be given by the practitioner prior to the termination of a contract without cause. Some contractual arrangements may specify a notice period that is less than 120 days. Please refer to your Presbyterian provider or practitioner contract for specific time frames and obligations regarding terminations.	X	X
Obtain benefit certification (formerly prior authorization) from Presbyterian's Health Services Department for non-emergency inpatient and outpatient services in accordance with the member's benefit package.	X	X
Report any misappropriation of property, abuse or neglect of a child or vulnerable adult revealed to a provider or suspected by a provider to proper regulatory authorities pursuant to state law utilizing the Statewide Central Reporting Intake (1-800-797-3260). Further information regarding state reporting requirements for suspected abuse, neglect or misappropriation of property of children and vulnerable adults can be obtained from the New Mexico Department of Health, Division of Health Improvement.	X	X
<b>KEY!</b> -- <b>Coverage Requirements and After Hours Care</b> -- PCP availability to members is 24 hours a day, seven days a week. When the PCP is unavailable, coverage should be arranged through a participating Presbyterian practitioner, or with an on-call practitioner who has signed a coverage arrangement with a participating PCP. PCPs are also responsible for providing or arranging for the provision of covered services and telephone consultations during normal office hours and on an emergency basis, 24 hours a day, seven days a week.	X	

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Provider/Practitioner Responsibilities to Members/Patients	PCP	Specialist
Provide preventive health services in accordance with the program requirements & related medical policies.	X	
Where appropriate, initiate referrals to network Specialty Care Practitioners, facilities and contractors.	X	
Monitor the member's progress and facilitate the member's return to the PCP when medically appropriate.	X	X
Educate members and their families regarding their health issues.	X	
PCPs teach members how to use available health services appropriately, educating members to seek your services before accessing any other sources of health services, except in emergent or urgent situations or when member appropriately self-refers.	X	
Advise patients of their right to know about all treatment options related to their condition or disease, regardless of whether or not it is a covered benefit under their insurance plan. The Presbyterian Customer Service Center is available to assist with confirming covered benefits.	X	X
Provide medically necessary services to members who have been referred by their PCP, another in-plan practitioner or who have self referred when appropriate for specified treatments or diagnoses.		X
Communicate with the PCP or other in-plan practitioners regarding services you render, results, reports and recommendations to ensure the continuity and quality of care.		X
Charge members only the amount of their established copayments, co-insurance or deductibles specifically provided for in the member's benefit materials.	X	X
Report any misappropriation of property, abuse or neglect of a child or vulnerable adult revealed to a provider or suspected by a provider to proper regulatory authorities pursuant to state law utilizing the Statewide Central Reporting Intake (1-800-797-3260). Further information regarding state reporting requirements for suspected abuse, neglect or misappropriation of property of children and vulnerable adults can be obtained from the New Mexico Department of Health, Division of Health Improvement.	X	X
Documentation on whether a member has executed an advance directive to be included in the medical record.	X	X
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