



## Update: Enhanced PCP Member Move Process

Effective immediately, Providers will have a new, streamlined way to submit PCP change requests using a spreadsheet with an enhanced validation process.

### What's Changing:

- Providers can now submit Provider Initiated PCP changes via secured email to [providerengagement@cch-network.com](mailto:providerengagement@cch-network.com)
- The spreadsheet must be fully completed, including the required attestation section and/or supporting documentation.
- Incomplete submissions will be returned and not processed.
- PCP assignments are made at the **practice or group level**, not by individual provider.

### Submitting Requests to Assign Members INTO Your Practice

- Complete the provided spreadsheet.
- All required fields must be completed.
- Include the reason for assignment (e.g., date of last visit).
- Complete the attestation to confirm that your practice has been communicated with each member listed.
- Send via secured email to [providerengagement@cch-network.com](mailto:providerengagement@cch-network.com)

### Submitting Requests to Assign Members OUT OF Your Practice

Use the same spreadsheet to request removal of members who:

- Have been **discharged** (must attach a discharge letter).
- Have **moved care to another PCP** (include Transfer of Care documentation or record of patient conversation in patient chart).
- Incorrect assignment due to **geographical location** or has **moved out of service area** (including the members' new address if available).
- Do not fall into the **gender or age limit** of your practice.
- Send via secured email to [providerengagement@cch-network.com](mailto:providerengagement@cch-network.com) with supporting documentation.

### Key Notes

- All AMH/PCP assignment requests are submitted to NCFast for confirmation.
- PCP Changes related to members "never seen" or "could not contact" are not valid reassignment reasons.
- **Effective Dates:**
  - Requests **received on or before the 20th of the month** will be effective on **the 1st of the following month**.
  - Requests **received after the 20th** will be effective from **the 1st of the second following month**.
- Per State contract, Medicaid members can change their PCP up to **two times per year**, including one change within 30 days of AMH assignment and one "without cause."

### Need Assistance?

For any questions or further assistance, please contact your Provider Engagement Administrator or email [providerengagement@cch-network.com](mailto:providerengagement@cch-network.com)