



## **EOCCO Patient Assignment FAQ**

*The Oregon Health Authority requires that all patients enrolled in Oregon Health Plan (OHP)/Medicaid have an assigned primary care provider (PCP) within 30 days of enrollment. EOCCO members can select their preferred PCP when they enroll in OHP or EOCCO can assign them if no PCP was selected after 30 days of enrollment. This FAQ is meant to clarify the PCP assignment and reassignment process for both members and providers.*

### **How can EOCCO members initially select their PCP?**

New EOCCO members are sent a welcome packet upon enrolling in OHP. Members may fill out and return the PCP Selection Sheet included in this welcome packet or call EOCCO Customer Service at 1-888-788-9821 to notify EOCCO of their PCP choice. Members also can update their PCP via our [Online PCP Change Form](#) and can find a list of EOCCO-contracted providers on the [EOCCO website](#). Members who have not selected a PCP after the first 30 days of enrollment are automatically assigned a PCP by EOCCO.

### **How does EOCCO assign members to clinics?**

If a member has not selected a PCP within 30 days of enrollment EOCCO will assign them to one. The PCP will be a certified Patient Center Primary Care Home (PCPCH), when available. The PCP assignment is based on the geographic location of the member's home address and provider capacity. By default, EOCCO will assign most members to the highest tier PCPCH clinic in their county. The PCPCH clinic model rewards clinics that have implemented advanced transformative processes and provide evidence-based and high-quality services. EOCCO will typically assign 75% of members to the highest tier PCPCH clinic in the area and 25% of members to the other clinics certified clinics in the county (if applicable). However, this split may vary by region based on factors such as the number of clinics in the area, age group(s) served, and member proximity to a clinic.

Members are automatically sent a letter notifying them any time their PCP assignment changes, including when they are initially enrolled in EOCCO. Letters will be sent to the member address on file with the Oregon Health Authority.

### **How can a clinic check who their assigned EOCCO members are?**

There are several ways a clinic can determine who is assigned to them for primary care:

- The EOCCO Analytics team also publishes monthly Member Rosters to the [Provider Reports Portal](#). These reports contain a list of all members on Moda Health plans that are assigned to each clinic, as well as additional information on patient demographics, risk scores, etc.
  - If you or someone at your organization needs assistance accessing the Portal please contact [EOCCOmetrics@modahealth.com](mailto:EOCCOmetrics@modahealth.com).

- The EOCCO provider relations team also sends out clinic rosters to certified PCPCH clinics each month. This data is the supporting documentation to the PCPCH payments made monthly. If you are a PCPCH certified clinic and are not currently receiving this monthly information, please send a request to be added to the monthly distribution list to reach out to [EOCCOproviderinquiry@modahealth.com](mailto:EOCCOproviderinquiry@modahealth.com)
- If you would like to check PCP assignment for individual members, you may call Customer Service at 1-888-788-9821 or log in to [Benefit Tracker](#) if you have access.

### **How can an EOCCO member change their PCP?**

After the first 30 days of enrollment members may change their PCP up to two times every six months. There are several ways that a member can request to change their PCP, though please note that change requests may be denied if the requested PCP is at full capacity:

- Fill out and submit the [Online PCP Change Form](#)
- Call EOCCO Customer Service at 1-888-788-9821 and request a different PCP
  - If approved, can start seeing the new PCP on the day the change is made.
- Fax (503-243-3959) or mail (P.O. Box 3550, Portland, OR 97208) a completed copy of the [PCP Change Form](#) to EOCCO

### **Does EOCCO automatically re-assign members if they visit a clinic other than their assigned PCP?**

EOCCO performs a PCP reconciliation review on a monthly basis. The Provider Relations team reviews all member claims from the past 24 months and flags members who have *not* visited their assigned PCP *and* have had two or more visits with a PCP outside of their assigned clinic. These members are then reassigned to the PCP they have seen more recently. Please note that only PCP visits are considered in this process. Encounters at the ED, specialist visits, or lab claims are not factored in when re-assigning members.

### **How can a clinic or provider request to change a member's PCP?**

A provider or clinic staff member can request to change a member's PCP on their behalf if the member authorizes them to do so and/or if the member is solely receiving care at a clinic other than their assigned PCP. Clinic staff can submit a request to have patients reassigned using any of these methods:

- Fill out and submit the [Online PCP Change Form](#)
  - Requestors must specify which PCP the member should be reassigned to when submitting this form
- Email the request to [EOCCOProviderinquiry@modahealth.com](mailto:EOCCOProviderinquiry@modahealth.com)

- Requestors do not need to specify which PCP members should be reassigned to, but the EOCCO Provider Relations team must be able to verify via claims that the member is receiving care somewhere other than their assigned PCP
- Fax (503-243-3959) or mail (P.O. Box 3550, Portland, OR 97208) a completed copy of the [PCP Change Form](#) to EOCCO

### **What do I do if a patient moved out of the Eastern Oregon service area?**

If a patient moved out of the Eastern Oregon service area clinic staff should encourage the member to update their address via the [OHA ONE](#) portal. Members can also call Oregon Health Plan Customer Service at 800-699-9075 from Monday through Friday, 8 a.m. to 6 p.m. PST. Members are required to update any demographic changes within 30 days of the change. Once the member's address is updated the state will dis-enroll them from EOCCO and the member will no longer be assigned to your clinic.

If clinic staff have a new address for the member they can also send it to [EOCCOproviderinquiry@modahealth.com](mailto:EOCCOproviderinquiry@modahealth.com) and the EOCCO Provider Relations team can submit this to OHA. Please keep in mind that OHA will need to validate the change of address with the member directly, so if the state is unable to validate the updated address then no action will be taken. The best way to update a member's address is to have them report to change to OHA directly.

### **Resources:**

- EOCCO Customer Service: 1-888-788-9821
  - Monday through Friday, 7:30 a.m. to 5:30 p.m. PST
  - TTY users, please call 711.
- [EOCCO Member Handbook](#)
- [EOCCO Provider Manual](#)
- EOCCO Provider Relations team: [EOCCOproviderinquiry@modahealth.com](mailto:EOCCOproviderinquiry@modahealth.com)