Primary Care Case Management (PCCM) Primary Care Provider (PCP) Checklist

All PCCM PCPs must check MaineCare members for PCCM eligibility.
✓ Member eligibility can be checked on the MyHealthPAS Online Portal, or by calling the Automated Voice Response (AVR) at 1-866-690-5585. For details about how to check PCCM eligibility, review the MyHealthPAS (MHP) Eligibility Verification User Guide.

Here is what you should know about PCCM and referrals:
✓ If the member is on your Primary Care Roster, proceed to provide services. The Primary Care Roster shows the dates you are assigned as the PCP for a PCCM member. **You are required to submit a referral for any managed services* for this member.** This referral must be present on the Portal prior to claims submission for these services. For more information about referrals, review the MyHealthPAS (MHP) Referral User Guide. (Please note: Some managed services may also require a Prior Authorization).

✓ If the member is not on your Primary Care Roster, but is in PCCM:
  • The member must call Member Services at 1-800-977-6740 to change his/her PCP to the correct provider before the service is provided. If the member is unable or unwilling to update his/her PCP information, contact PCP Network Services at: PCP-Network-Services.DHHS@maine.gov.
  • You must refer the member to his/her assigned PCP for Primary Care services. For the delivery of urgent care services, obtain a referral from the member’s PCP prior to or immediately following the service.

✓ If the member is not on your Primary Care Roster and not in PCCM, you may proceed to provide services. MaineCare members who are not in PCCM, do not require MaineCare referrals. (Please note: MaineCare members may be enrolled in other insurance plans. Providers must follow referral requirements of those carriers.)

For additional information about PCCM, please visit our website at: [http://www.maine.gov/dhhs/oms/provider/pccm.html](http://www.maine.gov/dhhs/oms/provider/pccm.html).

*Please refer to the MaineCare Benefits Manual, Chapter VI for a listing of Managed Services.*