



Primary Care Case Management (PCCM) Specialist Checklist

All specialists must check MaineCare members for PCCM eligibility in the [HealthPAS 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* in PCCM, **all managed services* require a referral**. Confirm that the referral is present in the [HealthPAS Online Portal](#) prior to providing services. **If the referral is not present in the portal, then either the specialist or the member must contact the member's PCP for a referral.**
 - When submitting claims for PCCM members, be sure the claim includes the referring provider's information as shown on the referral in the portal.
 - Do not include the referral number on the claim.
 - Some managed services may require a referral and a Prior Authorization.
 - For more information on how to view referrals, review the [MyHealthPAS \(MHP\) Referral User Guide](#).

- ✓ If the MaineCare member is *not* in PCCM, **services do not require referrals under MaineCare rules**. (Please note: MaineCare members may be enrolled in other insurance plans. Providers must follow referral requirements of those carriers.)

For questions or concerns regarding referrals, or urgent/emergent speciality care for PCCM members contact PCP Network Services at: PCP-Network-Services.DHHS@maine.gov.

For additional information about PCCM, please visit our website at: <http://www.maine.gov/dhhs/oms/provider/pccm.html>

*Please refer to the [MaineCare Benefits Manual](#), Chapter VI for a listing of Managed Services.