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 specialty 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.