



BlueCare<sup>SM</sup>  
TennCareSelect  
CoverKids

1 Cameron Hill Circle  
Chattanooga, Tennessee 37402  
[bluecare.bcbst.com](http://bluecare.bcbst.com)

## Primary Care Member Assignment Frequently Asked Questions

### **Q. I'm currently a participating BlueCare Tennessee network provider. How does primary care member assignment affect me?**

If you're a specialist, this has no impact on you.

If you're a primary care provider (PCP), you're only allowed to provide services to members on your assigned PCP Member Roster or assigned to another participating provider within your group. PCPs aren't reimbursed for providing services to members who aren't assigned to them.

It's your responsibility to confirm that any BlueCare Tennessee member you see is assigned to your PCP Member Roster. You can view your PCP Member Roster on Availity®, our secure provider portal, at [Availity.com](http://Availity.com).

If you're covering for another physician and see a member who isn't assigned to you, please make sure your covering logic is correct. We've outlined coverage requirements below:

#### **For PCPs with a group affiliation:**

- All participating PCPs who are in the same group and have the same tax ID are systematically loaded as covering for each other.
- All PCPs who are in the same group but have a different tax ID can be loaded as covering for each other based on information we receive from your office.

#### **For PCPs without a group affiliation:**

- If you're not affiliated with a group, we'll manually load the covering provider information we receive from your office.

**Please note:** Specialists can't be loaded as covering for a PCP.

If you'd like to make sure your covering information is loaded correctly:

- Call Provider Service at **1-800-924-7141**, option 1.
- Fax your covering provider listing, which should be on business letterhead, to **(423) 535-3066** or **(423) 535-5808**.
- Mail your covering provider listing, on business letterhead, to:

- **BlueCare Tennessee**

**Attn: Provider Network Enrollment, 2.4**

**1 Cameron Hill Circle**

**Chattanooga, TN 37402**

### **Q. Can members change their PCP?**

Members can change their PCP any time by calling the number on the back of their ID card or in their online account. Providers can also submit changes to their member rosters in Availity by using the **BlueCare PCP Change Maintenance** application. As of **April 1, 2024**, providers must use this application. We no longer accept PCP change requests by fax or email.

The **PCP Change Maintenance** application makes changes in real time, and your patients receive an updated digital and hard copy of their Member ID card automatically. For more information, please see the **BlueCare Tennessee and CoverKids PCP Change Maintenance Application Quick Reference Guide** in the **Resources** section of **Availity Payer Spaces**.

### **Q. I'm a BlueCare Tennessee PCP provider. Will I be reimbursed if I visit a member in the hospital?**

As a PCP, if you visit a member in a hospital or nursing facility setting, you'll receive payment for the visit, even if the member isn't assigned to you or your group.

### **Q. What should I do if a member comes to the office for care but isn't assigned to me or another participating provider in my group?**

If the member will be coming to your office on a routine basis, please ask the member to change their PCP. We recommend that you call BlueCare, TennCare*Select* or CoverKids Customer Service at the applicable phone number listed above while the member is in your office. Your patient can then print a temporary ID card from their online account.

### **Q. How long does it take to process PCP change requests?**

PCP change requests are effective immediately on the date of the request. If you use the **BlueCare PCP Change Maintenance** application in Availity, changes are made in real time. As soon as the change is made, the member will appear in your member roster, and they'll be able to view their updated member ID card in their online account.

### **Q. What happens if I submit a PCP Change Request and my claim is denied? Will you override the claim denial if I show proof that I submitted the request on a certain date?**

Yes. If a PCP change isn't successful, you'll get an error message in Availity. When this happens, please click the **printer** icon on your screen to save the error page and email the error information, along with the reason for the PCP change, to [fax\\_PCP@bcbst.com](mailto:fax_PCP@bcbst.com).

### **Q. If I refer a patient to an OB/GYN, do I have to change my patient's PCP before they see the OB/GYN?**

No, OB/GYNs are specialists. PCP member assignment has no impact on specialists, so members don't have to change their PCP to see a specialist. The provider types affected by the PCP member assignment requirement are:

- Family medicine
- Family medicine – Diagnostic test interpretations
- General practice
- Internal medicine
- Nurse practitioner

- Nurse practitioner, family practice
- Physician assistant
- Physician assistant – PCP

**Q. I'm a solo practitioner. Will the physician covering for me be paid for the services they provide to my patients?**

Your covering physician will be paid if you've given us their name and TIN and they're in our network. We won't pay for services if someone other than the covering physician we have on file provides care to members on your assigned panel or if the covering physician isn't in our network. In these cases, you're responsible for reimbursing that physician. Please see the [BlueCare Tennessee Provider Administration Manual](#) for more information.

Our members are only allowed to see their assigned PCP, another participating PCP within their provider's group, or their assigned PCP's designated covering provider. We won't pay for services delivered by providers who don't fall into one of these categories.

**Q. If a physician covers for me, will you pay claims according to that physician's contract or my contract?**

If the physician covering for you is in our network and you've given us their name and TIN, we'll pay claims for services they deliver to your assigned patients according to their provider agreement.

**Q. What if a member's assigned PCP appears as "Default PCP"?**

If a member is assigned to a "Default PCP," it means the member hasn't been assigned to a PCP. In this situation, you can see the member, and we encourage you to have the member assigned to you.

**Q. Will I be reimbursed if I see a newborn?**

Yes. All participating PCP claims submitted for newborns under 91 days of age are reimbursed.

**Q. Why does BlueCare Tennessee require members to see an assigned PCP?**

Our objectives are in line with the Patient-Centered Medical Home model, which aims to strengthen the doctor-patient relationship. We encourage our members to make informed health care choices and direct them to receive coordinated care, which starts with their PCP.

**Q. How often is my PCP Member Roster updated online?**

PCP Member Rosters are updated weekly, on Tuesdays.

**Q. Will I be able to easily tell which members were moved to me and which members were moved away from me?**

Yes. You'll be able to see members that were moved to and from your PCP Member Roster.

**Q. What's the best way to handle situations in which members come to my office in the morning but change their PCP to another doctor later in the day?**

These situations are handled on a complaint basis, and you shouldn't be penalized in these cases.

**Q. How should providers address members that make frequent PCP changes?**

We conduct a routine analysis to identify members who are making frequent changes. The current threshold is based on members who've changed providers three or more times in a six-month period. Targeted outreach, including potential enrollment into our population health program, is conducted to address these behaviors.

Please let us know if you have a patient who may need additional education, so we can stress the importance of having a stable and established relationship with a PCP.

**Q. Do all BlueCare Tennessee members have to choose a PCP?**

Most BlueCare, TennCare*Select* and CoverKids members must choose a PCP. Exceptions include:

- Retro-eligible members.
- Dual-eligible members (those who have Medicare and Medicaid).
- Newborns who are 90 days old or younger.

**Q. How can a newborn be assigned to a new PCP?**

Newborns are automatically assigned to a PCP in their area. When necessary, the baby's parent or guardian can request a change by calling the number on the back of the child's ID card or in their online account.

**Q. What if there are members on my PCP Member Roster who I haven't seen before?**

You may submit changes to your member roster in Availity by using the **BlueCare PCP Change Maintenance** application.

**Q. I'm a PCP, and I see patients assigned to me in a traditional office setting. I also care for patients in settings outside of my PCP office. Will my claims for services delivered in non-traditional settings, like a rural health clinic or urgent care center, be denied?**

We understand that some PCPs with assigned members practice in locations other than a traditional office setting. If you provide services to members who aren't assigned to you at any of the below locations, we encourage you to file the appropriate location code on your claim to avoid claim denials.

<b>Location Description</b>	<b>Location Code</b>
Telehealth	02
School	03
Mobile Unit	15
Walk-in Retail Health Clinic	17
Urgent Care Center	20
Federally Qualified Health Center (FQHC)	50
Public Health Clinic	71

Rural Health Clinic	72
---------------------	----

We'll monitor members' usage of these care settings to look for educational opportunities. If members consistently visit one of these facility types without being assigned to a PCP, our goal isn't met.

**Q. My patient load acceptance is marked as “not accepting new members.” Can I still submit requests to have specific members added to my member roster?**

Yes. PCPs who've reached the maximum number of patients in their assigned patient load can submit a change request to add patients. When submitting the change request in Availity, select **Override Patient Load** as the reason for the change.