

Patient Review and Coordination Program

➔ What is the Patient Review and Coordination (PRC) Program?

The PRC Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least 24 months.

PRC clients often use the emergency room for primary care, adding to already overcrowded emergency rooms, delaying treatment for critically ill patients, and increasing costs for both the hospital and the state.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 182-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.

➔ How will I know if a client is in the program?

Hospitals receive a monthly report of PRC clients assigned to the facility. The following are ways you can check client eligibility and benefits:

- ProviderOne checks eligibility and includes the client's assigned providers. (http://hrsa.dshs.wa.gov/download/ProviderOne-Billingand_Resource_Guide.html)
- The Medical Eligibility Verification (MEV) system shows the client's assigned providers.

Swipe the client services card using a magnetic card reader. See Appendix A of the **ProviderOne Billing and Resource Guide** for details.

Check the Emergency Department Information Exchange (EDIE) if available. (<http://www.ediecareplan.com>)

➔ What is my role in the PRC Program?

- Coordinate care with client's assigned PCP.
- If non-emergent, refer client back to their PCP.
- Educate the client on correct use of services and the importance of preventive care.
- Counsel the client on the importance of using one provider to manage and coordinate their care.
- Coordinate controlled substance prescriptions with client's assigned PCP or assigned controlled substances prescriber.
- Collaborate with PRC to reduce inappropriate emergency room use. PRC staff can provide the client's utilization of medical services upon request.

If the client is unable to give the name of a PCP, look in the ProviderOne Benefit Inquiry or contact the PRC Program at 800-562-3022, ext. 1-5606. We will notify the client's PCP of their activity.

➔ Can a client receive services at a hospital they are not assigned to?

Yes. A treating provider can send a client to a hospital they are not assigned to for covered services. A non-assigned hospital will not be denied payment for treating the client as long as usual billing procedures are followed.

➔ Is billing the same for PRC clients?

Yes. See <http://hrsa.dshs.wa.gov/download/BI.html> for billing instructions. Hospitals do not need specific authorization to treat a PRC client.

➔ How do I contact PRC?

Patient Review and Coordination Program

PO Box 45530

Olympia, Washington 98504-5530

Phone: 1-800-562-3022, ext. 1-5606

(Monday - Friday, 7:30 a.m. - 4 p.m.)

FAX: 360-725-1969

<http://hrsa.dshs.wa.gov/PRR>

➔ What resources are available?

- Emergency Department Information Exchange (EDIE):
<http://www.ediecareplan.com/>
- Prescription Monitoring Program: <http://www.wapmp.org>
- Health Care Authority Tool Kit for Helping Patients with Drug Use Disorders: <http://hrsa.dshs.wa.gov/pharmacy/ToolKit.htm>
- Buprenorphine Information: <http://buprenorphine.samhsa.gov/>
- Division of Behavioral Health and Recovery:
<http://www.dshs.wa.gov/dbhr/>
- Opioid Guideline for Chronic-Non Cancer Pain:
<http://www.agencymeddirectors.wa.gov/Files/OpioidGdline.pdf>