



Binder: Provider HMO Policy & Procedure Manual
Policy Title: Primary Care Physician Role
Author: **Original Date:** 12/1/94
Replaces:
Approval: *Rafael Delacruz M.D.*
Title: Vice President & Chief Medical Officer

POLICY

In most managed care programs, the primary care physician acts as an administrator who works in concert with specialist and hospital providers. In the OSF HealthPlans program, Family Practitioners, Internists, Pediatricians, General Practitioners and Geriatricians are typically classified as PCPs and are responsible for managing and coordinating all aspects of a patient's care. The PCP is responsible for initial diagnosis and treatment as well as referrals (when appropriate) to specialists or other providers.

PURPOSE

To assure that healthcare services are delivered in a cost-effective, high quality manner.

PROCEDURE

The PCP is responsible for:

1. Coordinating all healthcare services including evaluation, treatment and/or referrals for OSF HealthPlans members.
2. Providing and coordinating preventive health screenings.
3. Providing all indicated immunizations at appropriate intervals.
4. Providing surgical procedures that are routinely available within PCP's office and are provided to PCP's other patients. Some examples may include, but are not limited to:
 - A. Flexible sigmoidoscopy;
 - B. Destruction of lesions;
 - C. Repair of minor lacerations;
 - D. Excision of benign lesions;
 - E. Removal of impacted cerumen.
5. Authorizing referred services after initial evaluation and treatment for:
 - A. Consultation and recommendation only;
 - B. Consultation and appropriate work-up; or

C. Consultation and treatment.

6. Reviewing results/outcomes of all referred services.
7. Providing and interpreting certain office laboratory procedures which are typically performed in PCP's office, in accordance with CLIA regulations for office laboratory.
8. Treating acute conditions and authorizing emergency services only when medically necessary and appropriate.
9. Coordinating approval for procedures that the PCP orders that require pre-authorization.
10. Preauthorizing outpatient notification that the PCP orders.
11. Preauthorizing inpatient notification that the PCP orders.
12. Caring for hospitalized patients and reviewing care for patients admitted to a specialist's service.
13. Arranging on-call coverage per Covering Physician policy and procedure so that a physician is available to OSF HealthPlans members 24 hours per day, seven days per week.
14. Arranging home visits when medically necessary and authorized through HCMD.
15. Visiting nursing home facilities that the PCP typically utilizes.
16. Providing nutritional counseling in the physician's office.
17. Providing health education.
18. Providing short-term crisis intervention counseling when these services do not require unique mental health provider's training.