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Title 22@ Social Security

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Division 3@ Health Care Services

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Subdivision 1@ California Medical Assistance Program

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Chapter 4.5@ GEOGRAPHIC MANAGED CARE PROGRAM

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Article 3@ MARKETING, ENROLLMENT, ASSIGNMENT, AND DISENROLLMENT

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Section 53925@ Assignment of Primary Care Provider

53925 Assignment of Primary Care Provider

(a)

Each GMC plan shall have a mechanism in place and approved in writing by the department to ensure that each member is assigned to a primary care provider, by either: (1) Allowing each member to select a primary care provider from the GMC plan's network of affiliated providers, if the member chooses to do so; or (2) Assigning a primary care provider to each member within forty days from the effective date of enrollment, if the member does not select one within the first thirty days of the effective date of enrollment in the GMC plan. (A) Assignment conducted pursuant to (a)(2) shall meet both 1 and 2:1. The member shall be assigned to a primary care provider within the maximum travel distances specified in Section 53922.5. 2. If available within the GMC plan, the member shall be assigned to a primary care provider who is or has office staff who are linguistically and culturally competent to communicate with the member or have the ability to interpret in the provision of health care services and related activities during the member's office visits or contacts, if the language or cultural needs of the member are known to the GMC plan.

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(2)

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(A)

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1.

The member shall be assigned to a primary care provider within the maximum travel distances specified in Section 53922.5.

2.

If available within the GMC plan, the member shall be assigned to a primary care provider who is or has office staff who are linguistically and culturally competent to communicate with the member or have the ability to interpret in the provision of health care services and related activities during the member's office visits or contacts, if the language or cultural needs of the member are known to the

GMC plan.

(b)

Any member dissatisfied with the primary care provider selected or assigned shall be allowed to select or be assigned to another primary care provider. Each GMC plan shall assist its members in changing primary care providers if that change is requested by the member. Any GMC plan physician or dentist dissatisfied with the professional relationship with any member may request that the member select or be assigned to another primary care provider.