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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 6@ PRIMARY CARE CASE MANAGEMENT PLANS

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Article 3@ OPERATIONAL REQUIREMENTS

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Section 56286@ Continuity of Care

56286 Continuity of Care

(a)

Each PCCM plan shall designate a primary care physician to supervise and coordinate each member's health care. Any member dissatisfied with the primary care physician shall be allowed to select another if more than one is available. Any PCCM plan physician dissatisfied with the professional relationship with any PCCM plan member may request that another primary care physician be substituted to supervise the member's care.

(b)

Each PCCM plan shall establish and operate a case management system, which shall assure continuity of care through appropriate referral of members needing specialty health services, documentation of referral services in member's medical records, monitoring of members with ongoing medical conditions, documentation in the member's medical records of emergency medical encounters with appropriate follow-up as medically indicated, and coordinated hospital discharge planning including necessary post-discharge care.