

Reinstatement of PCP Required Services

Q: What is the policy change?

A: Effective **March 1, 2024**, certain services must be conducted by the member's assigned primary care provider (PCP). These services include adult routine office visits, pediatric preventive care, pediatric autism and development screening, behavioral health management, fluoride varnish, some immunizations and vaccines, and after-hours care.

Q: What's the reason for the change?

A: Neighborhood is reverting to pre-pandemic requirements that were lifted on April 1, 2020 due to the COVID-19 Public Health Emergency.

Q: What should providers do if a Neighborhood member needs one of the specified services?

A: Providers must ensure that Neighborhood members have an assigned PCP, or covering provider, within their practice before providing the listed services.

Q: What happens if a provider renders these services without being the member's assigned PCP?

A: Claims for services provided by a PCP not assigned as the member's PCP will be denied with the message code "Service Must Be Rendered by Member's PCP."

Q: Where can providers find more information about this policy change?

A: Detailed information and guidance are available in the [Provider Manual](#) and the [Physician Services Payment Policy](#).