



**Gold Coast
Health Plan**SM
A Public Entity

November 14, 2011

To all GCHP Primary Care Physician Providers:

Effective immediately the following policy will govern the urgent care center visits by the GCHP members. "If the urgent care center service is sought by a GCHP member during the PCP's usual business hours, the Center will contact the assigned PCP for his/her decision whether the patient should be treated by the urgent care center or re-directed to the PCP. If the PCP direction is to have the urgent care center to treat the patient, he/her must provide a TAR (Treatment Authorization Request) to the urgent care center. If the PCP does not authorize, then the claim will be denied. If the service is provided afterhours, the claim will be approved. Physician practice patterns will be monitored and the Plan will adjust the policy if necessary".

The procedures to follow for this policy are:

- 1) The allowed E/M codes will be 99201-99203 for new patients and 99211-99214 for established patients.
- 2) The code 20 must be attached to indicate that the service was rendered at an urgent care facility. Any other code will not be recognized.
- 3) The filled out TAR Form must accompany the claim in order to be considered for payment. The Form is attached for your use.
- 4) For the purpose of this policy the business hours will be between 8:30 am and 5:30 pm

It is understood that you need to be off some days and weekends, when it is customary for you to arrange for coverage by another physician preferably who has a contract with GCHP. It will be considered contrary to the PCP scope of service agreement, if a physician routinely allows patients to visit urgent care or ER facilities during the normal business hours. Invariably, some patients will need to utilize urgent care during the off business hours, but during your normal hours of operation I hope you will help the GCHP objective of managing health care by scrutinizing this area.

Thank you for your cooperation.

Charlie

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