



Primary Care Providers (PCPs) Scope of Responsibilities

Blue Cross and Blue Shield of Texas (BCBSTX) members select a contracted primary care provider (PCP) as their main provider of health care services within the first 30 days of the effective date of enrollment. If, after 30 days of the effective date of enrollment, the member has not selected a PCP, the Plan assigns a PCP to the member.

The PCP's scope of practice includes the development and oversight of the member's treatment and care plan, which includes availability to health care 24 hours a day, 7 days a week.

The PCP serves as the primary provider of a member's health care services. BCBSTX furnishes each PCP with a current list of enrolled members assigned to the PCP and from time to time, we provide each PCP with information about enrolled members' potential medical needs so that PCPs can better provide and coordinate their care.

The PCP provides routine, preventive and urgent services and helps ensure that the member receives appropriate specialty, ancillary, emergency and hospital care, as well as access to health care services 24 hours a day, 7 days a week.

The PCP provides information to the member or legal representative about the illness, the course of treatment and prospects for recovery in terms the member or representative can understand. PCP responsibilities include providing or arranging for:

- Routine and preventive health care services
- Emergency care services
- Hospital services
- Ancillary services
- Specialty referrals
- Interpreter services
- Coordination with care coordinators to help ensure continuity of care for members
- Case coordination and enhanced services for children with special health-care needs and children with disabilities

PCPs also coordinate care with clinic services, such as therapeutic, rehabilitative or palliative services for outpatients. PCPs must cooperate with any court-ordered services.