Continuity of Care (COC) Flowchart

COC Approval

MCP verifies:
1) Pre-existing beneficiary/ provider relationship
2) No provider quality of care issues

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MCP works to secure provider agreement. Agreement can last up to 12 months per Health and Safety Code Code § 1373.96. Provider may choose work with the MCP for a timeframe of 1 day to 12 months. Provider and MCP must agree to a rate.

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MCP may choose to extend a COC agreement past 12 months or the provider may join the MCP network. COC extensions are not required.

COC Denial

One or more of the following requirements are **not** met:
1) Pre-existing beneficiary/ provider relationship
2) No provider quality of care issues
3) MCP/provider agreement

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MCP will offer the beneficiary an in-network alternative to access services.

Provider Linkage

Requested provider is already contracted or has agreed to contract with the MCP.

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MCP will assign the beneficiary to a provider.