



Medicaid Tribal Consultation

PCCMe Definition and Functions

42 CFR 438.2

Primary care case management means a system under which:

- (1) A primary care case manager (PCCM) contracts with the State to furnish case management services (which include the location, coordination and monitoring of primary health care services) to Medicaid beneficiaries; or
- (2) A PCCM entity contracts with the State to provide a defined set of functions.

Primary care case management entity (PCCM entity) means an organization that provides any of the following functions, in addition to primary care case management services, for the State:

- (1) Provision of intensive telephonic or face-to-face case management, including operation of a nurse triage advice line.
- (2) Development of enrollee care plans.
- (3) Execution of contracts with and/or oversight responsibilities for the activities of FFS providers in the FFS program.
- (4) Provision of payments to FFS providers on behalf of the State.
- (5) Provision of enrollee outreach and education activities.
- (6) Operation of a customer service call center.
- (7) Review of provider claims, utilization and practice patterns to conduct provider profiling and/or practice improvement.
- (8) Implementation of quality improvement activities including administering enrollee satisfaction surveys or collecting data necessary for performance measurement of providers.
- (9) Coordination with behavioral health systems/providers.
- (10) Coordination with long-term services and supports systems/providers.

[eCFR :: 42 CFR 438.2 -- Definitions.](#)