**Streamlining the PCP Transfer Process for Imperial Health Plan members**

To ensure timely processing of Primary Care Physician (PCP) changes and accurate payment to each delegated IPA, please follow the guidelines below when making PCP assignments:

* If a member requests a PCP change between the 1st and 30th of the month, the effective date will be the 1st of the following month.  
  *Example: A member calls on June 26th to request a PCP change— the new PCP will be effective July 1st.*
* In certain cases, a retroactive effective date may be needed (e.g., assigning a PCP effective June 1st for a request made on June 26th). In these instances, please ensure the member has not received services from their current PCP before submitting a retroactive request.
  + *When the provider is not accepting, moved, terms without notice, etc.*

The Plan reserves the right to reassign members earlier if there are concerns related to care quality, access to care, or member safety. In such cases, if capitation was previously paid to an IPA for a member no longer assigned to them, the capitation will be retracted from the prior IPA and redirected to the correct IPA.