

Right Choices Program Provider Frequently Asked Questions



What is the Right Choices Program (RCP)?

The RCP provides clinical guidance for members that are identified through reporting systems to have had difficulty establishing and properly utilizing a medical home.

How does the RCP effect the member?

The member is locked-in to three Providers, a Primary Medical Provider (PMP), a hospital system and a pharmacy, and is assigned to a case manager with Managed Health Services (MHS) / Cenpatico. A written referral from the member's PMP is required in order to receive certain specialty services and prescriptions outside of the lock-in providers, regardless of contract status with MHS, barring an emergency situation.

How does the RCP help Providers?

Providers now have the opportunity to collaboratively help the member use their medical home to their optimum. MHS and Cenpatico partner with the Providers throughout this process.

How will I know if a member is in the RCP?

A letter indicating the locked-in PMP, hospital system, and pharmacy, as well as the assigned case manager is mailed to each party after the member is placed in the program.

How long will the member stay in the RCP?

The program runs for a minimum of 2 with a maximum of 5 years, with quarterly status reviews. Providers are asked to include input regarding the member's participation in the program.

Who can I contact at MHS / Cenpatico about a member on the RCP?

Every member has a case manager assigned through MHS / Cenpatico to assist both the member and their Providers.

Who can I call for more information on the RCP?

Please contact the RCP Administrator for MHS / Cenpatico at (877) 647-4848.