Quick Reference Checklist: PCP Notification & Good Faith Effort

Step 1: Information gathering, Check Medicaid Eligibility & MCO Membership (*please note that Steps 1 & 2 are preliminary information-gathering activities and do not constitute **attempts** toward the Good Faith Effort (GFE); rather, they are Intended to ensure the correct PCP is identified.*)

✓ Use one of the following:

- Medicaid Web Portal
- AVRS: 1-800-820-6901
- Annual 80-day match list from the School Health Office

Note: If the student is found ineligible for Medicaid (at the time the IEP was completed) or qualifies for Native American exemption status, the PCP notification and Good Faith Effort (GFE) process does not apply.

Step 2: Identifying the Primary Care Provider (PCP) is the first part of meeting the "good faith effort" requirement

✓ Check:

- School registration records – The school nurse's office may have updated PCP information for the student.
- Software (e.g., HealthXnet)

✓ If PCP information is unavailable, send student lists (grouped by MCO membership) to the corresponding MCO listed in the Medicaid Portal to obtain PCP information
✓ No response from MCO? → Email msbs.schoolhealth@hca.nm.gov

Step 3: Notifying the PCP – Attempt this step twice if the PCP letter is not returned or is unsigned.

✓ Send PCP notification which includes the Individual Treatment Plan (Schedule of Related service) of IEP/IFSP (template available in MSBS Guidebook Appendix H).
✓ Begin billing after sending the notification.

If issues arise:

- No response or unsigned form → **Send a second notification attempt.**
- Incorrect PCP → utilize MCO if you haven't already done so or Proceed to Step 4, then resend.
- PCP indicates "missing well-child visit" → Proceed to Step 4.

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Step 4: Contact Parent(s)/Guardian(s)

✓ Request parental assistance:

- Updating PCP information
- Encouraging the PCP to respond to notification letters.
- Inform Parent of PCP's request for annual Well Child Check

✓ **Parent responds with updated information**→ Return to Step 3

No response?

- 2nd attempt after **10 school days**.
- Still no response after **5 more school days** → Proceed to Step 5.

✓ Document all communication attempts (calls, emails, letters).

Step 5: Document & Continue Billing

✓ Ensure all Good Faith Effort steps are completed and documented.
✓ Continue Medicaid billing for services.