



**TO: All Providers**

**RE: MetroPlusHealth – Important Reminder: PCP Replacement for Provider Terminations**

Dear Valued Provider,

We'd like to share a friendly reminder about the importance of notifying us **at least 30 days in advance** when a provider leaves your practice. Whenever possible, please include the **name of the replacement PCP** who will be assuming the member panel.

Providing a replacement PCP helps us:

- ✓ Maintain continuity of care for our members
- ✓ Reduce patient dissatisfaction and avoid care disruptions
- ✓ Keep your MetroPlusHealth practice panel intact

We would also like to emphasize the importance of ensuring that members are informed of any changes in a timely manner to help prevent confusion or dissatisfaction. Timely communication plays a key role in supporting a positive member experience and ensuring smooth transitions of care.

If a replacement PCP is not submitted, we are required by NYS regulations to notify affected members within **5 days** for HIV-SNP and **15 days** for all other lines of business of receiving the termination notice and to offer alternative PCP options. This may lead to members selecting a different practice.

Please submit all provider updates through the MetroPlusHealth **Provider Portal** for faster and secure processing. For any other assistance, email us at [ProviderRelationsOps@metroplus.org](mailto:ProviderRelationsOps@metroplus.org).

We appreciate your partnership and continued collaboration. Your support helps us ensure a smooth and positive experience for both providers and members.

Thank you,

MetroPlusHealth