



Instructions

Please upload your practice’s empanelment policy and procedure and provide excerpts that address the following sections.

Section 1. Provide a 2-3 sentence empanelment policy statement.

The “Policy” states what empanelment is and why it is important to your practice. For example: It is the policy of [PRACTICE NAME] to continuously monitor and advance quality, outcomes, and continuity of care for its community residents. [PRACTICE NAME] will implement empanelment to ensure improvement on delivery of care, population health management, and patient and provider satisfaction.

Practice Response

Section 2: Describe your practice’s process for empaneling patients. Please include the following:

- a) Methodology (1-cut, 4-cut, or other) used to establish panels
- b) How patients assigned by the health plan but unseen by your practice (i.e., shadow patients) are empaneled, if at all
- c) Target panel size per 1.0 clinical full time equivalent (FTE)
- d) Process, including roles and responsibilities, for empaneling patients

Practice Response
a)
b)
c)
d)

Section 3: Describe your practice’s process for defining open and closed panels. Please include the following:

- a) Criteria used to determine when a panel should be closed
- b) Criteria used to determine how many new slots are allocated to a provider’s schedule
- c) Process, including roles and responsibilities, for opening and closing panels

Practice Response
a)
b)

c)

Section 4: Describe your practice’s process for patient-initiated primary care provider (PCP) changes. Please include the following:

- a) How patients make the request
- b) How the request is reviewed and processed
- c) How PCP change requests are tracked and monitored to identify themes or trends

Practice Response

- a)
- b)
- c)

Section 5: Describe your practice’s process for moving patients to a different panel due to changes in provider FTE or provider departure. Please include the following:

- a) What happens to a provider’s panel when they leave the practice
- b) What happens to a provider’s panel if they reduce their FTE
- c) How panels are established for new providers at the practice

Practice Response

- a)
- b)
- c)

Section 6: Describe your practice’s mechanisms for monitoring empanelment. Please include the following:

- a) What reports are utilized to monitor and update panel assignments
- b) What is the frequency of the reports
- c) Who is accountable for reviewing the reports
- d) How are the report findings incorporated into practice operations

Practice Response

- a)
- b)

Population Health Learning Center
EPT Empanelment & Access, Milestone 2
Policy and Procedure Deliverable Template

c)
d)