



ConnectCare Changes for PCP Assignment

Because of the public-health emergency Arkansas is currently facing, Provider Relations and ConnectCare have changed their internal process for PCP assignments and beneficiary dismissals.

Beginning immediately, faxed requests for PCP assignments to ConnectCare may be delayed. If your providers aren't enrolled in the program developed for PCPs to request online assignment, please do so now. Your AFMC Provider Relations Outreach specialist can assist you with enrollment. Online requests are secure and more efficient. This process provides the requesting PCP with an email notification when the request is received and completed. PCPs will also receive an email with a reason code if the assignment can't be made.

In addition to online portal requests, PCP practices can make assignments through the Voice Response System (VRS) 1-800-805-1512. This feature is only allowed for the day of service. It does not permit you to backdate coverage or change a PCP. Medicaid beneficiaries may call ConnectCare at 1-800-275-1131, Monday through Friday 8 a.m. – 4:30 p.m.

Please submit your beneficiary dismissals to your [AFMC Provider Relations Outreach specialist](#).

The Provider Relations team is happy to help you if you if you have any questions about these changes.

Thanks,
AFMC Provider Relations Team

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