



# Provider Relations Outreach Specialist

## **Process for Deceased Beneficiaries – Removal from Caseload**

- The PCP will write a letter on clinic letterhead including patient name, Medicaid number, DOB and the date of death.
- The PCP will send this information to their local DHS office and fax a copy to their AFMC outreach specialist at 501-375-0705 (attn.: provider relations).
- The outreach specialist will give the information to ConnectCare for removal of the beneficiary from the PCP caseload.

It has been confirmed with ConnectCare that a death certificate is not required but the information listed above is needed for the update.

Also, a 30-day notice to the beneficiary is not necessary in this situation.