PCP Selection and Enrollment Through the ConnectCare HelpLine

A. PCP enrollment through the ConnectCare HelpLine is recommended.

B. ConnectCare HelpLine is operated by Medicaid Outreach and Education for ConnectCare.
   1. ConnectCare HelpLine staff is available for PCP enrollments and transfers 24 hours a day, Monday through Thursday, and Friday until midnight.
   2. The HelpLine number (1-800-275-1131) is prominently displayed in ConnectCare publications, frequently in more than one place. [View or print ConnectCare contact information.]
   3. HelpLine staff members help Medicaid beneficiaries and ARKids First-B participants locate PCPs in their area.
   4. HelpLine staff can help non-English-speaking individuals locate PCP offices or clinics where they can communicate in their native language.

PCP Selection and Enrollment at Participating Hospitals

Arkansas Medicaid pays acute care hospitals for helping Medicaid beneficiaries enroll with PCPs.

A. Enrollment is by means of a Primary Care Physician Selection and Change form (DMS-2609 or DCO-2609) and the voice response system (VRS).
   1. Hospital personnel enter the PCP selection via the VRS.
   2. The enrollment is effective immediately upon its acceptance by the online transaction processor (OLTP) that interfaces with the VRS.
   3. The OLTP automatically updates the Medicaid Management Information System (MMIS) within 24 hours, but in the meantime, the enrollment information is part of the Medicaid eligibility file in the system.

B. The effective date of the PCP enrollment is the date the enrollment is electronically accepted.

C. The enrollee may request and receive a copy of the completed selection form.

D. Hospital staff must forward a copy of the selection form to the PCP accepted by the VRS.