

173.300 **PCP Selection and Enrollment Through the ConnectCare HelpLine** **7-1-05**

- 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.

173.400 **PCP Selection and Enrollment at Participating Hospitals** **7-1-05**

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.