



# Provider Relations Outreach Specialist

## 173.500 PCP Selection for Supplemental Security Income (SSI) Beneficiaries 7-1-05

Individuals that are eligible for Medicaid because they are Supplemental Security Income (SSI) beneficiaries do not have an opportunity to select a PCP when they apply for SSI, because SSI application is made in a federal government office.

- A. When an SSI beneficiary's Medicaid eligibility determination is made, the Arkansas Medicaid fiscal agent generates a letter describing ConnectCare.
  - 1. It includes instructions for selecting and enrolling with a PCP.
  - 2. A Primary Care Physician Selection and Change form (DCO-2609) is enclosed in the mailing.
- B. SSI beneficiaries may enroll with PCPs by any of the methods used by other Medicaid beneficiaries.

## 173.600 Transferring PCP Enrollment

### 173.610 PCP Transfers by Enrollee Request 9-15-09

ConnectCare enrollees may transfer their PCP enrollment at any time, for any stated reason.

- A. Enrollees are encouraged to use the ConnectCare HelpLine when transferring their enrollment from one PCP to another. Enrollees may change their PCP by calling ConnectCare at 1-800-275-1311 or by completing the PCP Change Request form online at [www.seeyourdoc.org](http://www.seeyourdoc.org).
- B. Enrollees may also change their PCP at the local DHS county office in the enrollee's county of residence but the enrollee or the enrollee's parent or guardian must request the transfer in writing by means of an Arkansas Medicaid Primary Care Physician Selection and Change form (DMS-2609 or DCO-2609).