



Provider Relations Outreach Specialist

Medicaid Policy – PCP Selection and Enrollment For:

- Local DHS Offices
- PCP Offices and Clinics
- ConnectCare Help Line
- Participating Hospitals
- Supplemental Security Income (SSI) Beneficiaries
- PCP Transfer by Enrollee Request
- PCP Transfer by PCP Request
- PCP Enrollment Transfers Initiated by the State

173.000 **PCCM Selection, Enrollment and Transfer** **7-1-05**

- A. A Medicaid beneficiary or ARKids First-B participant must be enrolled with a PCP in order to obtain a PCP referral for medical services.
1. All newly eligible individuals are given opportunities to enroll.
 2. Medicaid beneficiaries and ARKids First-B participants receive regular reminders from ConnectCare of the advantages of PCP enrollment.
- B. An individual must select a PCP that is located near his or her residence.
1. A PCP may be in the beneficiary's county of residence, a county adjacent to the county of residence or a county that adjoins a county adjacent to the county of residence.
 2. When the county of residence is an Arkansas county bordering another state, the individual may select a PCP in the state bordering the county of residence.

173.100 **PCP Selection and Enrollment at Local County DHS Offices** **9-15-09**

- A. Medicaid applicants receive from DHS county office staff, a description and explanation of ConnectCare.
1. By means of a Primary Care Physician Selection and Change form (DMS-2609 or DCO-2609,) an applicant indicates the first, second and third choice for PCPs of each family member included in the Medicaid case.
 2. Individuals applying for ARKids First-A and B indicate their PCP preferences on the mail-in application (form DCO-995).
 3. Family members may choose the same PCP whenever there is a PCP available that can serve all eligible family members.
- B. When eligibility is determined, a DHS worker uses a web-based program or a telephonic voice response system to enroll the beneficiary with a PCP, beginning with each beneficiary/participant's first choice.
1. If the first choice has a full caseload, the worker tries the second choice and so on.
 2. The county office forwards confirmation of PCP enrollment to each new enrollee.



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173.200

PCP Selection and Enrollment at PCP Offices and Clinics

10-8-10

Physician and single-entity PCPs may enroll Medicaid beneficiaries and ARKids First-B participants by means of the telephonic voice response system (VRS.)

- A. Enrollees must document their PCP choice on a Primary Care Physician Selection and Change form (DMS 2609 or DCO-2609.)
 1. The form must be completed, dated and signed by the enrollee.
 2. The enrollee may request and receive a copy of the form.
 3. The PCP office must retain a copy of the form in the enrollee's file.
- B. Enrolling the beneficiary is performed by accessing the VRS and following the instructions. [View or print Voice Response System \(VRS\) contact information.](#)
- C. When a PCP wants to add a new enrollee but the PCP's Medicaid caseload is full or when a PCP wants to increase or decrease his or her caseload limit:
 1. The PCP may increase or decrease his or her maximum desired caseload by any amount, at any time, up to the default maximum by submitting a signed request to their Medicaid Managed Care Services (MMCS) Provider Relations Representative or, on-line through the Medicaid website www.medicaid.state.ar.us/ Provider Enrollment Information, Access to the Provider Information Portal.
 2. Prior to making the request for an increase of a caseload that is already at maximum, the PCP is encouraged to review their caseload using the AMII (Arkansas Medicaid Information Interchange) web portal for inactive patients, to determine if those patients should be removed from their caseload. An increase in PCP caseload above the default maximum requires a written request to the Provider Relations Representative. [View or print Provider Relations Representative contact information.](#)