



Provider Relations Outreach Specialist

Voice Response System (VRS) Update

Providers may use the Voice Response System (VRS) to assign a primary care provider (PCP) if the patient doesn't have a PCP already assigned. This system can be reached by calling 1-800-805-1512.

It is important to follow the process provided in section 173.200 of the Arkansas Medicaid manual. Be sure to have on file a copy of the PCP change form signed by the beneficiary. The PCP change form is in section V of the Arkansas Medicaid manual.

[Download PCP change form](#)

Caseload information has also been updated on the Provider Portal. This allows providers to update their caseload information. Job aids are available to assist providers with this process.

[Download job aid](#)

If you have questions, please contact your [AFMC Provider Relations representative](#).