



Provider Relations Outreach Specialist

Primary Care Physician (PCP) Transfer by PCP Request

A PCP can request the transfer of a Medicaid beneficiary following the process described in section 173.620 of the Arkansas Medicaid manual.

The PCP should hold the dismissal letter until the 30 days are up. In addition to providing a copy to the enrollee's local DHS office, a copy should also be provided to your [AFMC Provider Relations Representative](#). When a Medicaid beneficiary is dismissed by their assigned PCP, a "lock-out" feature is selected in MMIS to prevent the beneficiary from choosing the dismissing PCP in the future.

173.620 PCP Transfers by PCP Request

9-15-09

A PCP may request that an individual transfer his or her PCP enrollment to another PCP because the arrangement with that individual is not acceptable to the PCP.

- A. Examples of unacceptable arrangements include, but are not limited to, the following.
 - 1. The enrollee fails to appear for 2 or more appointments without contacting the PCP before the scheduled appointment time.
 - 2. The enrollee is abusive to the PCP.
 - 3. The enrollee does not comply with the PCP's medical instruction.
- B. At least 30 days in advance of the effective date of the termination, the PCP must give the enrollee written notice to transfer his or her enrollment to another PCP.
 - 1. The notice must state that the enrollee has 30 days in which to enroll with a different PCP.
 - 2. The PCP must forward a copy to the enrollee and to the local DHS office in the enrollee's county of residence.
- C. The PCP continues as the enrollee's primary care physician during the 30 days or until the individual transfers to another PCP, whichever comes first.