



# 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 in the Arkansas Medicaid manual to obtain a complete DMS-2609 form (PCP selection/change) prior to assignment. If a PCP assignment is made through the VRS, please do **NOT** submit the form to your local DHS office, ConnectCare, or your AFMC Provider Relations Representative. The PCP must retain a copy of the form in the enrollee's file. The PCP change form is in section V of the Arkansas Medicaid manual.

[Download PCP Change/Selection Form](#)

Currently, retro assignment is **NOT** allowed when using the VRS. The provider must enter the assignment the day services are received. If a retro assignment date is needed, the PCP can fax the DMS-2609 form to AFMC for assistance with the assignment.

### 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 <https://medicaid.mmis.arkansas.gov/> 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.](#)



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## 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.