



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.

<https://medicaid.mmis.arkansas.gov/download/provider/provdocs/forms/dms-2609.doc>

Retro assignment is **NOT** allowed when using the VRS. The provider must enter the PCP assignment the day services are provided. If a retro assignment date is needed, the PCP can contact their Provider Relations representative for assistance with the assignment.