



# Provider Relations Outreach Specialist

## **Deceased Patient Removal Process**

### Process for Deceased Beneficiaries – Removal from Caseload

1. PCP will write a letter on clinic letterhead including patient name, Medicaid number, DOB and the date of death.
2. PCP will send this information to their local DHS office and fax a copy to their AFMC Outreach Specialist at 501.375.0705 (Attention: Provider Relations).
3. The Outreach Specialist will give the information to ConnectCare for removal of the beneficiary from the PCP caseload. It has been confirmed with ConnectCare that a death certificate is not required but the information listed above is needed for the update.

Also, a 30-day notice to the beneficiary is not necessary in this situation.