



Provider Relations Outreach Specialist

ConnectCare online PCP assignment process

Primary care providers (PCPs) can now submit DMS-2609 PCP assignment/change requests to ConnectCare via an online web page.

Types of PCP change forms that should be sent to ConnectCare using the web page are assignment/change requests for beneficiaries who need to be assigned to your PCP within the last 90 days and the PCP has a full caseload or age range which you need overridden and the beneficiary assigned to the PCP.

In order to set up your clinic to use the online process, please contact your AFMC provider relations outreach specialist who will assist you in setting up your clinic's online account.

Helpful hints for use with the online DMS-2609 PCP assignment/change request process:

- **Make sure the DMS-2609 form is filled out completely** (if no beneficiary email is available, this spot will need to be left blank).
- The request for assignment must be submitted in the online system within 30 days of the date the patient/legal guardian signed the DMS-2609.
- The date of assignment requested should be within 90 days of the date the DMS-2609 was signed by patient/legal guardian.
- You must use the clinic email address you gave your AFMC provider relations outreach specialist when you set up your online account to submit PCP change requests through the website. Otherwise the request will not be received by ConnectCare.
- The reply from ConnectCare should have a confirmation number related to the entry that was made, as ConnectCare can't send patient name/PHI information back to you. This is the only way to confirm or track the information entered.
- If you don't receive a reply to your submitted request as being received by ConnectCare, please contact your AFMC provider relations outreach specialist.
- Please don't share your clinic's PCP change form web link with other provider groups. This is specific to your clinic PCPs.
- If the date of assignment needed is farther back than 90 days, you will need to note on the PCP change form the reason for needing the assignment backdated farther than 90 days and contact your AFMC provider relations outreach specialist for direction. Do not submit the PCP change form to ConnectCare.