



Division of Medical Services
Program Development & Quality Assurance
 P.O. Box 1437, Slot S-295 · Little Rock, AR 72203-1437
 501-682-8368 · Fax: 501-682-2480



TO: Arkansas Medicaid Health Care Providers

DATE: January 1, 2010

SUBJECT: Section I Provider Manual Update Transmittal

| Provider Manual | Transmittal Number |
|--|-------------------------------|
| Alternatives for Adults with Physical Disabilities Waiver | 88 |
| Ambulatory Surgical Center | 122 |
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| Certified Nurse-Midwife | 122 |
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REMOVE

| | |
|----------------|-------------|
| Section | Date |
| 172.210 | 11-1-07 |

INSERT

| | |
|----------------|-------------|
| Section | Date |
| 172.210 | 1-1-10 |

Explanation of Updates

Section 172.210 has been revised to change the maximum caseload for Medicaid Primary Care Physicians from 1000 to 2500.

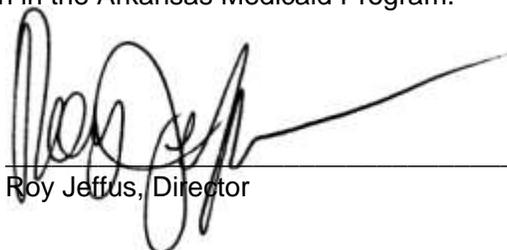
Paper versions of this update transmittal have updated pages attached to file in your provider manual. See Section I for instructions on updating the paper version of the manual. For electronic versions, these changes have already been incorporated.

If you need this material in an alternative format, such as large print, please contact our Americans with Disabilities Act Coordinator at 501-682-8323 (Local); 1-800-482-5850, extension 2-8323 (Toll-Free) or to obtain access to these numbers through voice relay, 1-800-877-8973 (TTY Hearing Impaired).

If you have questions regarding this transmittal, please contact the HP Enterprise Services Provider Assistance Center at 1-800-457-4454 (Toll-Free) within Arkansas or locally and Out-of-State at (501) 376-2211.

Arkansas Medicaid provider manuals (including update transmittals), official notices and remittance advice (RA) messages are available for downloading from the Arkansas Medicaid website: www.medicaid.state.ar.us.

Thank you for your participation in the Arkansas Medicaid Program.



Roy Jeffus, Director

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171.210 **ConnectCare Caseload Maximum and PCP Caseload Limits**

1-1-10

- A. Each PCP may establish an upper limit to his or her Medicaid caseload, up to the default maximum of 2500.
1. The state may permit higher maximum caseloads in areas the federal government has designated as medically underserved.
 2. The state may permit higher maximum caseloads for PCPs who state in writing that the default maximum will create a hardship for them, their patients and/or the community they serve.
- B. The state will not require any PCP to accept a caseload greater than the PCP's requested caseload maximum.
- C. At any time, a PCP may increase or decrease his or her maximum desired caseload by any amount, up to the default maximum by submitting a signed request to his or her Provider Relations Representative, or on-line through the Medicaid Website (www.medicaid.state.ar.us), Provider Enrollment Information, and Access to the Provider Information Portal.
- D. To request an increase in a PCP caseload above the default maximum, the PCP must submit a written request with his or her original signature to the Provider Relations Representative. [View or print Provider Relations Representative contact information.](#)
- E. Prior to making the request for an increase of a caseload that is already at the default maximum, PCPs are encouraged to review their caseload for inactive patients to determine if those patients should be removed from their caseload. To do so, PCPs may use the Arkansas Medicaid Information Interchange (AMII) web portal. If it is determined that the inactive patients should be removed from his or her caseload, the PCP must:
1. Contact the patient in writing at least 30 days in advance of the effective date of the termination to give the patient the option of making a visit to the PCP to remain an active patient. If the patient does not choose to make a visit to the PCP, the termination can be effective at the end of 30 calendar days.
 2. With approval from his or her Provider Relations Representative, the PCP may add and see new patients during the 30 calendar day notification process of inactive patients.
 3. The notice must state that the enrollee has 30 calendar days in which to enroll with a different PCP.
 4. The PCP must forward a copy of the notice to the enrollee and to the local DHS office in the enrollee's county of residence.



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DATE: January 1, 2010
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| Section | Date |
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| DMS-2608 | 10-15-08 |

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| Section | Date |
|----------------|-------------|
| DMS-2608 | 1-1-10 |

Explanation of Updates

The maximum caseload for Medicaid Primary Care Physicians has been changed from 1000 to 2500. The DMS-2608 has been changed to reflect the increase.

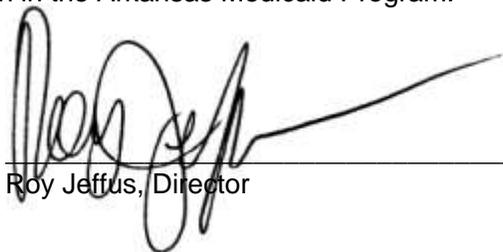
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Roy Jeffus, Director

MANAGED CARE PROGRAM

PRIMARY CARE PHYSICIAN

Family Practitioner

General Practitioner (including osteopath)

* **Internal Medicine**

* **Obstetrician**

* **Gynecologist**

Pediatrician

If your specialty of practice is listed above, you **MUST** complete the Primary Care Physician Participation Agreement and the EPSDT Agreement to participate in the Arkansas Medicaid Program. Please refer to Section I of your Arkansas Medicaid Provider manual for information concerning the Primary Care Physician Program.

* **NOTE** * Providers whose specialty is either Internal Medicine or Obstetrician/Gynecology have the option of enrolling in the Child Health Services (EPSDT) program, please review the Primary Care Physicians policy in Section I of your Arkansas Medicaid Provider manual.

County Codes

| County | County Code | County | County Code | County | County Code |
|---------------|--------------------|---------------|--------------------|---------------|--------------------|
| Arkansas | 01 | Garland | 26 | Newton | 51 |
| Ashley | 02 | Grant | 27 | Ouachita | 52 |
| Baxter | 03 | Greene | 28 | Perry | 53 |
| Benton | 04 | Hempstead | 29 | Phillips | 54 |
| Boone | 05 | Hot Spring | 30 | Pike | 55 |
| Bradley | 06 | Howard | 31 | Poinsett | 56 |
| Calhoun | 07 | Independence | 32 | Polk | 57 |
| Carroll | 08 | Izard | 33 | Pope | 58 |
| Chicot | 09 | Jackson | 34 | Prairie | 59 |
| Clark | 10 | Jefferson | 35 | Pulaski | 60 |
| Clay | 11 | Johnson | 36 | Randolph | 61 |
| Cleburne | 12 | Lafayette | 37 | Saline | 62 |
| Cleveland | 13 | Lawrence | 38 | Scott | 63 |
| Columbia | 14 | Lee | 39 | Searcy | 64 |
| Conway | 15 | Lincoln | 40 | Sebastian | 65 |
| Craighead | 16 | Little River | 41 | Sevier | 66 |
| Crawford | 17 | Logan | 42 | Sharp | 67 |
| Crittenden | 18 | Lonoke | 43 | St. Francis | 68 |
| Cross | 19 | Madison | 44 | Stone | 69 |
| Dallas | 20 | Marion | 45 | Union | 70 |
| Desha | 21 | Miller | 46 | Van Buren | 71 |
| Drew | 22 | Mississippi | 47 | Washington | 72 |
| Faulkner | 23 | Monroe | 48 | White | 73 |
| Franklin | 24 | Montgomery | 49 | Woodruff | 74 |
| Fulton | 25 | Nevada | 50 | Yell | 75 |
| State | County Code | State | County Code | State | County Code |
| Louisiana | 91 | Mississippi | 93 | Tennessee | 95 |
| Missouri | 92 | Oklahoma | 94 | Texas | 96 |

Please note: Per Section I, page 84, subsection 185.12, item 2 of the Arkansas Medicaid Physicians provider manual, a PCP must be physically located in the State of Arkansas or in a bordering state trade-area city. The trade-area cities are:

- **Monroe and Shreveport, Louisiana**
- **Clarksdale and Greenville, Mississippi**
- **Poplar Bluff, Missouri**
- **Poteau and Salisaw, Oklahoma**
- **Memphis, Tennessee**
- **Texarkana, Texas**