

**SUMMARY FOR FOUR VISIT-NO REFERRALS**

**Effective for dates of service on or after May 1, 2018, four primary care visits per state fiscal year to a hospital based walk-in clinic or hospital based emergent care center will no longer require a referral from a primary care physician; if the beneficiary has not yet been assigned a primary care physician. These visits still count toward existing benefit limits.**

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LEGISLATIVE RESEARCH



**Division of Medical Services**  
**Program Development & Quality Assurance**

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**TO:** Arkansas Medicaid Health Care Providers – Section I

**EFFECTIVE DATE:** May 1, 2018

**SUBJECT:** Provider Manual Update Transmittal SectI-6-17

**REMOVE**

**Section**                      **Effective Date**  
170.100                      2-1-17

**INSERT**

**Section**                      **Effective Date**  
170.100                      5-1-18

**Explanation of Updates**

Section 170.100 has been updated to allow four (4) visits to a hospital affiliated walk-in or emergent care clinic without a PCP referral.

The paper version of this update transmittal includes revised pages that may be filed 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 have questions regarding this transmittal, please contact the Provider Assistance Center at 1-800-457-4454 (Toll-Free) within Arkansas or locally and Out-of-State at (501) 376-2211.

If you need this material in an alternative format, such as large print, please contact the Program Development and Quality Assurance Unit at (501) 320-6429.

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

Thank you for your participation in the Arkansas Medicaid Program.

/s/ Rose M. Naff

Rose M. Naff  
Director

TOC not required

170.100 Introduction

5-1-18

Arkansas Medicaid's Primary Care Case Management (PCCM) Program operates statewide under the authority of the Medicaid State Plan.

- A. Most Medicaid beneficiaries and all ARKids First-B participants must enroll with a primary care physician (PCP), also known as a primary care case manager (PCCM).
  1. PCPs provide primary care services and health education.
  2. PCPs make referrals for medically necessary specialty physician's services, hospital care and other services.
  3. PCPs assist their enrollees with locating medical services.
  4. PCPs coordinate and monitor their enrollees' prescribed medical and rehabilitation services.
- B. Medicaid enrollees may receive services only from their PCP unless their PCP refers them to another provider, or unless they access a service that does not require a PCP referral.
- C. If a beneficiary does not have a primary care provider, Arkansas Medicaid will allow up to four (4) visits per state fiscal year without a Primary Care Physician (PCP) referral to a hospital affiliated Walk-in Clinic or Emergent Clinic.
- D. These visits apply to all related benefit limits.

TOC not required

170.100 Introduction

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Arkansas Medicaid's Primary Care Case Management (PCCM) Program, ConnectCare, operates statewide under the authority of the Medicaid State Plan.

- A. Most Medicaid beneficiaries and all ARKids First-B participants must enroll with a primary care physician (PCP), also known as a primary care case manager (PCCM).
  - 1. PCPs provide primary care services and health education.
  - 2. PCPs make referrals for medically necessary specialty physician's services, hospital care and other services.
  - 3. PCPs assist their enrollees with locating medical services.
  - 4. PCPs coordinate and monitor their enrollees' prescribed medical and rehabilitation services.
- B. Medicaid enrollees may receive services only from their PCP unless their PCP refers them to another provider, or unless they access a service that does not require a PCP referral.
- C. If a beneficiary does not have a primary care provider, Arkansas Medicaid will allow up to four (4) visits per state fiscal year without a Primary Care Physician (PCP) referral to a hospital affiliated Walk-in Clinic or Emergent Clinic.
- D. These visits apply to all related benefit limits.

Proposed