

Provider Portal: Updating PCP Caseload

ARMedicaid

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Home

Home

Tuesday 08/02/2016 10:30 AM CST

Login

*User ID

Log In

[Forgot User ID?](#)[Register Now](#)[Where do I enter my password?](#)

What can you do in the Provider Portal

Through this secure and easy to use internet portal, healthcare providers can submit claims and inquire on the status of their claims, inquire on a patient's eligibility, upload files containing 837 transactions, and search for another provider. In addition, healthcare providers can use this site to locate claim forms, provider participation materials and other health plan information and resources.



FAQs

Links and Tools

Learn More About

Protect Your Privacy!

Always log off and close all of your browser windows

Would you like to enroll as a Provider or a Trading Partner?

[Provider](#)[Trading Partner](#)

Looking for a Doctor or Hospital near you?

[Search Providers](#)

DHS-703 form

[Fill out Medical Eligibility Application](#)[Check Status of Medical Eligibility](#)[Help us provide better service to you! Click here to give us your feedback.](#)[Website Requirements](#)[Provider Manual](#)

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1. Go to the portal landing page and log in using your **User ID** and **password**. If you do not have a User ID and password, click **Register Now** or see the JOB+AID “**Registering on the Portal.**”

If you have already logged in, skip to **step 2**.

2

The screenshot displays the ARMedicaid Healthcare Portal interface. At the top, a navigation bar includes tabs for Home, Eligibility, Claims, Care Management, **Provider Functions** (highlighted with an orange box), Files Exchange, and Resources. Below the navigation bar, the main content area is titled "Welcome Health Care Professional!". On the left, there are two main sections: "User Details" and "Provider". The "User Details" section includes a "Welcome" message and links for "My Profile" and "Manage Accounts". The "Provider" section includes fields for "Name" and "Provider ID", and a link for "Characteristics". Below these is the "Provider Services" section with links for "Search Payment History" and "MAPIS". On the right side, there are links for "Contact Us" and "Secure Correspondence", and a note stating "All Claim Inquiries should be submitted to the following Address:". A central image shows two healthcare professionals in a discussion. At the bottom of the main content area, there is a link: "Help us provide better service to you! Click here to give us your feedback".

- From the Health Care Professional **Home** page, select the **Provider Functions** tab



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Home Eligibility Claims Care Management **Provider Functions** Files Exchange Resources

PCP Information | Provider LTC Census | Search Update Requests | Submit an Update Request

Provider Functions Tuesday 01/12/2021 01:50 PM CST

Provider Name	PCP PROVIDER	Role IDs	Provider - In Network - 111111112 (NP) ▼
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Provider Functions

- PCP Information**
- ▶ [Provider LTC Census](#)
- ▶ [Search Update Requests](#)
- ▶ [Submit an Update Request](#)

3. Click PCP Information



For more information call **1-800-457-4454**

Home | Eligibility | Claims | Care Management | **Provider Functions** | Files Exchange | Resources

PCP Information | Provider LTC Census

[Provider Functions](#) > PCP Information

Provider Name Role IDs

PCP Information ?

To increase PCP Caseload maximum over 2500, a written request is required. Please submit the request with the original signature indicating the reason for this increase. [Additionally you may upload your written request here.](#)

Mail to:

▪ Indicates a required field.

4 **Max Caseload**

Update the number of Medicaid patients you are willing to accept for primary care services between 1 and 2500.

Max Caseload Current Caseload

5 **Age Restriction**

Please indicate the age range of the Medicaid recipients you are willing to accept for primary care services. If no age range is indicated, the default age of 0-99 indicates no age restrictions exists and recipients of all ages will be accepted.

*From Age *To Age

Counties

To update the counties where you will provide primary care services, contact HP Enterprise Services, Provider Enrollment Unit:
In State Toll free (800) 457-4454

4. Scroll down to the **Max Caseload** panel

- Update the number of Medicaid patients you are willing to accept between 1 and 2,500. **Current Caseload** will tell you how many Medicaid patients you are currently treating.

NOTE: If the PCP wants to increase the number of Medicaid patients they are willing to accept above 2,500, a written request must be provided. The written request can be uploaded. (See section under **PCP Information** indicated in **GREEN** on the image shown above.)

5. Edit **Age Restrictions**, if any (all fields that have a red asterisk are required)



Max Caseload

Current Caseload

Current Beneficiaries Assigned

Age Restriction

Please indicate the age range of the Medicaid recipients you are willing to accept for primary care services. If no age range is indicated, the default age of 0-99 indicates no age restrictions exists and recipients of all ages will be accepted.

*From Age

*To Age

Counties

To update the counties where you will provide primary care services, contact DXC Technology Services, Provider Enrollment Unit:
In-State Toll free (800) 457-4454
Local and Out of State (501) 376-2211

- ARKANSAS CLEBURNE FAULKNER JACKSON MARION POINSETT SHARP STATEWIDE
- ASHLEY CLEVELAND FRANKLIN JEFFERSON MILLER POLK ST. FRANCIS LOUISIANA
- BAXTER COLUMBIA FULTON JOHNSON MISSISSIPPI POPE STONE MISSOURI
- BENTON CONWAY GARLAND LAFAYETTE MONROE PRAIRIE UNION MISSISSIPPI
- BOONE CRAIGHEAD GRANT LAWRENCE MONTGOMERY PULASKI VANBUREN OKLAHOMA
- BRADLEY CRAWFORD GREENE LEE NEVADA RANDOLPH WASHINGTON TENNESSEE
- CALHOUN CRITTENDEN HEMPSTEAD LINCOLN NEWTON SALINE WHITE TEXAS
- CARROLL CROSS HOT SPRING LITTLE RIVER OUACHITA SCOTT WOODRUFF OTHER STATES
- CHICOT DALLAS HOWARD LOGAN PERRY SEARCY YELL OTHER BORDER
- CLARK DESHA INDEPENDENCE LONOKE PHILLIPS SEBASTIAN PULASKI NRTH OUT-OF-STATE
- CLAY DREW IZARD MADISON PIKE SEVIER

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6. Counties where the provider currently provides primary care services will be displayed here.

Note: Counties cannot be edited via portal. To update, contact Gainwell Technologies Services, Provider Enrollment unit: In-State Toll free (800) 457-4454. Local and Out of State (501) 376-2211.

7. Click **Submit**.

8. You will receive a confirmation at the top of the page indicating that your PCP information was successfully submitted.

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Informational
The changes to your PCP Information have been successfully submitted.

PCP Information

To increase PCP Caseload maximum over 2500, a written request is required. Please submit the [Additionally you may upload your written request here.](#)



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