Enrollment FAQ

1. Will adding a new physician on my 2017 application also update my 2016 PCMH enrollment?
   No. A separate update/change request will be needed to update your current 2016 PCMH enrollment. This form can be found on the AHIN portal.

2. Do I have to submit pooling forms at the same time I submit my PCMH enrollment application?
   No. Pooling forms must be submitted by October 31st, 2016. Pooling forms can be found on the AHIN portal. **Please Note** “Pooled PCMHs” must submit one document including all pooling entities together with all signatures on the same document. One document is submitted for the entire pool.

3. If I already submitted my 2017 PCMH application, can I add a physician later?
   Yes. You can add a physician to your 2017 application any time using the update/change request form. If the update/change request is received after October 31st, 2016, the change will not be reflected in your PCMH until Q2 2017.

4. Can we fax PCMH enrollment documents?
   No. Faxing documentation is no longer an accepted method of submitting PCMH documentation. All documentation must be submitted via email at ARKPCMH@hpe.com.

5. Do I have to sign at the bottom of each page on the 2017 PCMH enrollment application?
   Yes. You must sign all pages that contain pertinent information regarding your PCMH. If your PCMH isn’t completing Section II, that page and signature will not be required.

6. Can I enroll a PCP whose Medicaid ID is pending?
   No. Any PCP being enrolled in your PCMH must have an active Medicaid ID. If you have a PCP with a pending Medicaid ID, then the PCMH will need to wait until the Medicaid ID has been issued to submit an update/change request to have the PCP added to their enrollment.

7. How can I added more than two contacts for my PCMH?
   Each PCMH can only have a Primary and Secondary contact. If you need more than two contacts to receive PCMH communication, your clinic can create a unique email address (for example: PCMH@BigRockPediatric.com), and provide access to anyone that needs to receive communication regarding PCMH. Only the Primary and Secondary contacts can make changes to the PCMH’s enrollment information.
8. **What form should be used to update my 2016 or 2017 PCMH enrollment?**

We prefer all PCMHs to utilize Section I of the 2017 PCMH enrollment application to update your enrollment throughout the year. We will still accept the previous form until January 1st, 2017 to update your 2016 PMCH enrollment. PCMH documentation will only be accepted via email at ARKPCMH@hpe.com.

9. **If a new PCP is added to a PCMH, what needs to be completed?**

When a new PCP joins a PCMH, there are three items that need to be complete:

1. A Section IV form needs to be completed to affiliate the provider with the clinic they are joining. This form needs to be submitted to provider enrollment.
2. An update/change request will be needed to add a PCP to the PCMH’s enrollment. This can only be submitted via email at ARKPCMH@hpe.com.
3. Update the PCP’s PCCM (managed care fee) designation.

10. **What happens if my enrolled PCP has an expired license?**

Provider enrollment will notify the clinic if a provider’s license is soon to expire. If the provider’s license is not updated, and provider enrollment deactivates the provider’s Medicaid ID during the dates below, the provider won’t be included in your PCMH enrollment reports or payments until the following quarter.

<table>
<thead>
<tr>
<th>Month</th>
<th>Files are Pulled</th>
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<tbody>
<tr>
<td>December 1st</td>
<td>Q1 Files</td>
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<tr>
<td>March 1st</td>
<td>Q2 Files</td>
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<td>June 1st</td>
<td>Q3 Files</td>
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<td>September 1st</td>
<td>Q4 Files</td>
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11. **Do I need to complete Section II if I have a satellite office rotating PCPs, but managed by APN’s?**

Yes. Section II will need to be completed for any satellite office. If the satellite office has no primary PCP at the location, complete Section II with only the clinics information. No PCPs will need to be listed in this section, as they should be listed under the primary PCMH in Section I. APN’s should not be included in your enrollment.

12. **Do I need to complete Section II if I’m the only PCP overseeing multiple clinics?**

Yes. Section II will need to be completed for any satellite office. If the satellite office has no primary PCP at the location, then complete Section II with only the clinics information. No PCPs will need to be listed in this section, as they should be listed under the primary PCMH in Section I.

13. **What Medicaid Billing ID should I use when completing the PCP enrollment?**

When completing the PCP enrollment section, you should list each provider’s Medicaid ID and NPI.