



IOC on-site inspections suspended for the next 30 days

The Division of Provider Services and Quality Assurance of the Arkansas Department of Human Services has contracted with Arkansas Foundation for Medical Care (AFMC) to perform Inspections of Care (IOC) for the behavioral health agencies, independently licensed practitioners, ARChoices Waiver providers, inpatient acute providers and DYS providers.

In light of the current COVID-19 situation, IOC on-site inspections will be suspended for the next 30 days. The IOC team has the ability to complete the Quality of Care (QOC) portion of the inspections virtually. AFMC will reach out to providers to request contact information in an effort to continue with the QOC portion of the inspections. Once contact has been established and contact information obtained, AFMC will then request information from the providers via the secure file transfer email system. We assure you this is a secure email system that complies with all HIPAA guidelines and is used to transfer PHI. We appreciate your cooperation in allowing us to continue with the IOC QOC portion of the inspections.

If you have additional questions or need assistance, please [contact your AFMC DPSQA Provider Relations](#) outreach specialist.

Sincerely,
AFMC DPSQA Provider Relations