



Provider Relations Outreach Specialist

Research, Reconsideration and Appeals

244.000

Provider Reports

1-1-16

The Arkansas Department of Human Services' Division of Medical Services (DMS) provides participating PCMH provider reports containing information about their PCMH performance on activities tracked for practice support, quality metrics tracked for shared savings incentive payments and their per beneficiary cost of care via the provider portal.

Providers who have concerns about information included in their reports should send an email to PCMH@AFMC.org. The PCMH quality assurance manager will respond to the provider/practice with a review of their inquiry. If the review leads to a discovery that the provider report is inaccurate or does not reflect actual performance, DMS will take the necessary steps to correct the inaccuracies including those that are a result of a systems and/or algorithm error. Providers can also call the APII help desk at 501-301-8311 or 866-322-4698, or email ARKPII@HPE.com.

A. Appeals

If you disagree with DMS' decision regarding program participation, payment or other adverse action, you have the right to request reconsideration and you have the right to request an administrative appeal.

B. Request Reconsideration

DMS must receive written request for reconsideration within 30 calendar days of the date of the adverse action notice. Send your request to the Director, Division of Medical Services, P.O. Box 1437, Slot S401, Little Rock, AR 72203.

C. Request an Administrative Appeal

The Arkansas Department of Health must receive a written appeals request within 30 calendar days of the date of the adverse action notice, or within 10 calendar days of receiving a reconsideration decision. Send your request to Arkansas Department of Health: Attention: Medicaid Provider Appeals Office, 4815 West Markham Street, Slot 31, Little Rock, AR 72205.