



PASSEs have been providing care coordination for clients in 2018 and were set to be responsible for paying for members' care starting January 1, 2019, as part of Phase II of the implementation. Following discussions and feedback from stakeholders, DHS and the PASSEs have agreed to allow extra time for the PASSEs to take on those responsibilities. The updated start date is March 1, 2019.

1) Why is the extra time needed?

DHS and the PASSEs have been working to prepare and plan for the beginning of Phase II of PASSE organized care. To ensure a smooth transition for the PASSEs, providers, and families, we believe a start date of March 1, 2019, is appropriate.

This allows systems to be tested, ensures that the billing systems are functioning seamlessly to allow timely payments to providers, and provides more time for the training and enrolling of even more providers to the PASSE networks.

2) What will change for beneficiaries?

Beneficiaries will continue to receive services in the same way they do today. Beneficiaries' services will not be interrupted or affected by this additional time in transition to Phase II of the PASSE. Beneficiaries will continue to receive care coordination from the PASSEs. The PASSEs will become responsible for ensuring beneficiaries receive all services in their Person Centered Service Plan (PCSP) beginning March 1, 2019.

3) What will DHS do during that time?

The extra time to transition allows both DHS and the PASSEs to keep providing beneficiaries, providers, and families with more information about the PASSE operation and answer questions. That includes:

- Conducting webinars and town halls
- Using client feedback to provide more informational materials
- Educating and informing providers on the benefits of joining the PASSE system
- Helping providers in enrolling in one or more PASSEs to be able to participate in the PASSE networks

4) Where can I find more information about the PASSE?

Beneficiaries can find more information on our website passe.arkansas.gov. They can also call the PASSE Ombudsman at 501-320-6006. Providers with questions can call Tanya Giles at 501-501-320-6189.