

## Messages for Remittance Advices dated December 6, 2018 – December 13, 2018

**TO: ALL PROVIDERS**

**RE: VENDOR CHANGE FOR PRIOR AUTHORIZATION AND EOB REQUESTS**

Vendors for certain prior authorizations and extension of benefits will change effective January 1, 2019. To help you prepare for this change, training will be offered via the web. Register now to learn more about these webinars at <https://medicaid.mmis.arkansas.gov/Provider/Training/Training.aspx>.

If you need this material in an alternative format such as large print, please contact the Office of Rules Promulgation at (501) 320-6429.

Thank you for your participation in the Arkansas Medicaid Program. If you have questions regarding these messages, please contact the Provider Assistance Center at 1-800-457-4454 (toll-free) within Arkansas or locally and out-of-state at (501) 376-2211. Remittance Advices can be found using Search Payment History on the Arkansas Medicaid Provider Portal at <https://portal.mmis.arkansas.gov/ARMedicaid/Provider>.

### ***Prior Authorization and Extension of Benefit***

PAs and/or EOBs will be requested through *eQHealth Solutions* beginning on 1/1/19 for the following services:

- **Occupational, Physical, and Speech Therapy Services**
- **Early Intervention Day Treatment (EIDT)**
- **Outpatient Behavioral Health Services (OBHS) Tier 1**
- **School-Based Mental Health Services**
- **Infant Mental Health**

PAs, certifications of need, continued stays, and/or EOBs will be requested through *eQHealth Solutions* beginning on 1/1/19 for the following services:

- **Inpatient Acute for Under Age 21**

Confirmations and/or EOBs should continue to be requested through *Beacon Health Options* until 2/28/19 for the following services:

- **Outpatient Behavioral Health Services (OBHS) Tier 2 and 3**
- **Psychiatric Residential for Under Age 21**