

ARKANSAS PHYSICIAN MEDICAID UPDATE

Q2 SFY2022 (Oct.–Dec.)



What's New for Arkansas Medicaid Providers

- COVID-19 Rates
- PCMH Information
- PASSE Ombudsman
- Provider Status Changes
- Educational Opportunities



Enhanced rate for administering COVID-19 vaccines

The Arkansas Medicaid population has a low rate of COVID-19 vaccinations. DHS's response to COVID-19 for clients and providers can be found at <https://humanservices.arkansas.gov/covid-19/dhs-response-to-covid-19/mvp/>.

A toolkit has been designed for Arkansas Medicaid providers, including hospitals, clinics, pharmacies, and clinicians. Arkansas Medicaid is asking all Medicaid providers to talk with their clients and patients about getting the COVID-19 vaccine.

Between Aug. 13 and Oct. 11, Arkansas Medicaid providers will get an enhanced rate for administering COVID-19 vaccines. During this time, for each first- or second-round dose of COVID-19 vaccine that Arkansas Medicaid providers administer, Medicaid will pay \$100 rather than the usual \$40 vaccine administration rate.

That means that providers who administer both the first and second doses of the Pfizer or Moderna to a client will be paid \$200 (\$100 for each dose). You can find the Medicaid memo outlining the rate increase here: <https://bit.ly/3m8Skf2>



Scan this QR code or [click here](#) to download this toolkit:



CONTINUED, PAGE 2

Enhanced rate for administering COVID-19 vaccines, CONTINUED FROM FRONT

Scan this QR code or [click here](#) to download this toolkit:



IT'S SAFE

- All the vaccines available right now are safe, even if you're pregnant.
- Most people who take the vaccine do not have any serious side effects.



IT'S EASY

- Vaccines are available in every county of the state, including without an appointment at some clinics and doctor's offices. Ask your doctor today.
- You can get vaccinated any day of the week and even in the evenings from others you trust, like your pharmacist.
- Find a vaccination location near you by visiting vaccines.gov.

IT'S FREE

- Anyone 12 or older can get a vaccine AT NO COST!
- Medicaid clients get FREE transportation to get vaccinated.
- The vaccine visit will not count against Medicaid clients' 12 office visits limit each year.

IT'S URGENT

- Almost all the people hospitalized in Arkansas right now with COVID-19 are unvaccinated.
- We all want things to go back to normal. Getting vaccinated is the best way to help make that happen.
- To learn more, visit ar.gov/mvp

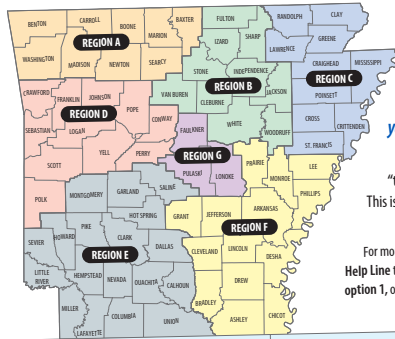
**BE AN MVP
IN YOUR COMMUNITY**

**GET A COVID-19
VACCINE TODAY!**

Arkansas Medicaid Vaccination Program



Find the County Where You Live on the Map to See Which Broker to Call for a Ride

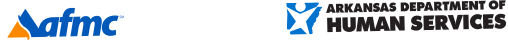


For example, if you live in Pulaski County, you live in Region G.

Each region has a "transportation broker." This is the company you must call to schedule a ride.

For more information, call the NET Help Line toll-free at 1-888-987-1200, option 1, or TDD/TTY 1-800-285-1131, or visit afmc.org/NET.

| | |
|--|---|
| REGION A • Southeastrans..... 1-888-833-4136 | REGION E • Central Arkansas Development Council..... 1-800-385-9992 |
| REGION B • Southeastrans..... 1-888-833-4128 | REGION F • Area Agency on Aging of Southeast Arkansas..... 1-844-683-2300 |
| REGION C • Southeastrans..... 1-888-833-4130 | REGION G • Southeastrans..... 1-888-833-4135 |
| REGION D • Southeastrans..... 1-888-822-6155 | |



Scan this QR code or [click here](#) to access this map:



Additional resources can be found at www.afmc.org/providerrelations

- Educational Outreach Updates/Archived Educational Outreach Updates
- PCP Update Packets/Archived PCP Update Packets
- Webinars

If you have any questions or if you would like additional information regarding any Medicaid topic, please contact the AFMC Provider Relations team

- ProviderRelations@afmc.org
- 501-212-8686

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Provider Training Information

AFMC proudly announces the quick track training series featuring short videos and corresponding handouts to get you up to speed — quickly! Each short episode in this series will instruct you on a particular skill so you can master what you need right now.

Visit <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/training/> for the quick track training links. Other information available at this site includes Medicaid 101 webinars, recorded webinars, training materials for download and MMIS job aids. ■

| VIDEO LINKS | GUIDES |
|--|--|
| Eligibility Verification Video | Eligibility Verification Guide |
| Files Exchange for HCI Video | Files Exchange for HCI Guide |
| How to Adjust/Edit a Claim Video | How to Adjust/Edit a Claim Guide |
| How to Access a PA Letter Video | How to Access a PA Letter Guide |
| Portal Password Reset Video | Portal Password Reset Guide |
| Timely Filing Video | Timely Filing Guide |
| How to Void a Claim Video | How to Void a Claim Guide |

Battling COVID-19 with Monoclonal Antibody Therapy

AFMC, the Arkansas Department of Health, and an esteemed physician panel hosted a webinar to discuss the latest updates in monoclonal antibody therapy and hear real-life experiences that helped at-risk patients.

The webinar recording and associated resources are now available for viewing and can be accessed at: <https://afmc.org/covid-19-updates-and-resources/battling-covid-monoclonal-antibodies/>. Please note the sample infusion and the subcutaneous order sets contain multiple documents, including patient consent forms. ■

PCMH Webinar – September 10, 2021

AFMC recently facilitated a PCMH Webinar with the Arkansas Division of Medical Services. The agenda consisted of 2020 PBIP reconsideration requests, PCMH Enrollment for the 2022 Performance Period, and 2022 Performance Period metrics. You can review the recording here at your convenience. <https://bit.ly/3ui9Lxn>

Educational Opportunities

SAVE THE DATE!

2021 ARKANSAS MEDICAID EDUCATIONAL CONFERENCE

FOR PHYSICIANS, NURSES, OFFICE MANAGERS, BILLERS AND HOSPITALS

TUES., DEC. 14 | VIRTUAL EVENT

#ARMediCon

ARMedicaid

ARKANSAS DEPARTMENT OF HUMAN SERVICES

Important PCMH News and Information

SAVE THE DATE!

**PCMH Open Enrollment – 2022 Performance Period
Oct. 1 – Nov. 12**

Reconsideration Requests for the 2020 AR Medicaid PCMH Performance Period

To request a reconsideration for the 2020 PCMH performance period, please submit a written request via USPS to the following address:

Arkansas Department of Human Services, Division of Medical Services, Health Care Innovation

Attention PCMH – Reconsideration
P.O. Box 1437, Slot S425
Little Rock, AR 72203

Because of known delays with the USPS, please also email your written request to PCMH@afmc.org.

| Request Type | |
|---------------------------------------|---|
| PBIP Reconsideration | <ul style="list-style-type: none"> • Details (i.e. reports, lists, etc.) for PBIP will be available in the QCI portal by October 1, 2021. QCI Portal- https://qci.mmis.arkansas.gov/apii • Written request for reconsideration must be received by October 30, 2021. • AR Medicaid strongly encourages all supporting documentation to be submitted by October 30, 2021, but the QCI portal will remain open until November 12, 2021, for submission. |
| Quality Metric Reconsideration | <ul style="list-style-type: none"> • The timeline for this reconsideration request will be in Q2 2022 – more information will be provided in the future. |

Office of the PASSE Ombudsman

Keeping You
Informed

It is the responsibility of the PASSE Ombudsman Office to ensure that compassion, respect, trust, and integrity - all core values of the Arkansas Department of Human Services (DHS) - are demonstrated in resolving issues or complaints from beneficiaries who are PASSE members.

The Ombudsman's Role

If you have an issue or complaint about the PASSE program or services, we encourage you to first discuss those issues with the program or office where you get the services. There are times when a specific issue can be resolved immediately. However, if the issue or complaint cannot be resolved to your satisfaction, please contact our office.

There Are Four Ways to Contact the Ombudsman:

1. **Call:** 1-844-843-7351

Individuals who have a hearing or speech impairment can contact our office by calling toll free, 1-888-987-1200, option 2.

2. **Online:** Submit issues or complaints by emailing PASSEOmbudsmanOffice@dhs.arkansas.gov

3. **Mail:**

Division of Medical Services
Office of Ombudsman
P.O. Box 1437 Slot S-418
Little Rock, AR 72203-1437

4. **Fax:** 501-404-4625

When Can a Person Reach Out to The Ombudsman Office?

- If you are having issues with PASSE Care Coordination Services
- If you are having trouble contacting your PASSE
- If you have questions about your Independent Assessment determination results
- If you have questions about appeals
- If you are dissatisfied with the services received from the PASSE
- If you are a provider and have questions about enrollment in the PASSE
- If you have a concern or issue and don't know who else to call

PASSE Care Coordination Supervisors – Contact Information

Arkansas Total Care

Lauren Grounds

Email: Lauren.H.Grounds@ArkansasTotalCare.com

Empower

Jamie Ables

Email: Jamie.Ables@beaconhealthoptions.com

Summit

Jessica Anderson

Email: Jessica.Anderson@summitcommunitycare.com

Provider Status Changes

When a provider has a change to their application or contract status, they must immediately notify the Medicaid Provider Enrollment Unit in writing. Examples of changes include change in practice or specialty, practice location, or retirement or death of provider. Updating this information will also allow the Medicaid Provider Enrollment Unit to update the PCP's location on the Find a Provider webpage. See section 141.000 of all Medicaid manuals for more status change examples.

A PCP who changes service location and/or group affiliation, will need to complete a new PCP agreement, a new group affiliation form, and a new EFT form (if needed) within 30 calendar days of changing their affiliation so that their assigned client managed care fees will be paid to their new affiliated provider group number. The PCP must also notify the clients on his or her caseload of the upcoming change in status or service location 30 days in advance of the change. See section 171.230 of all Medicaid manuals for more information on PCP managed care fees.

Medicaid Provider Enrollment Unit functions are carried out by the Gainwell Provider Enrollment department which can be reached by calling 800-457-4454.

141.000 Provider Enrollment 11-1-17

Each provider must notify the Medicaid Provider Enrollment Unit in writing immediately regarding any changes to its application or contract status, such as:

- A. Group Affiliation form, if applicable (DMS-652). This form is applicable for individual providers who choose to authorize a group to bill and receive reimbursement on their behalf.
- B. Change in Federal Employer Identification Number (FEIN) may require the completion of a new enrollment application
- C. Authorization for Electronic Funds Transfer (Automatic Deposit)
- D. Change in practice or specialty
- E. Retirement or death of provider
- F. Name Change Form
- G. Change of Ownership Form (DMS-0688) ([View or print form DMS-0688 – Provider Change of Ownership Information Form.](#))
- H. Address/Email Change Form (DMS-673) ([View or print form DMS-673 – Address/Email Change Form.](#)) NOTE: An active email address is required.
- I. Change in Ownership Control (5% or more) or Conviction of Crime ([View or print form DMS-675 – Ownership and Conviction Disclosure.](#))
- J. Disclosure of Significant Business Transactions ([View or print form DMS-689 – Disclosure of Significant Business Transactions.](#))

171.230 Primary Care Case Management Fee 8-1-18

- A. In addition to reimbursing PCPs on a fee for service basis for physician services, Arkansas Medicaid pays them a monthly case management fee for each enrollee on their caseloads.
- B. The amount due for each month is determined by multiplying the established case management fee by the number of enrollees on the PCP's caseload.
 1. Medicaid pays case management fees quarterly.
 2. The accompanying Medicaid Remittance and Status Report (RA) itemizes the payments and lists the number of enrollees and each enrollment month.

3. Enrollees are listed alphabetically by name, with their Medicaid identification numbers and addresses also displayed.
- C. PCP case management fees are paid according to the PCP's direction. The PCP may choose to have the case management fee paid to his or her individual provider ID number or to the group provider ID number with whom the PCP is affiliated.
- D. If the PCP's case management fees are paid to a group and the PCP changes his or her affiliation, the PCP must submit a new PCP Agreement Form to Provider Enrollment within thirty (30) calendar days of changing affiliation. The PCP must also notify the beneficiaries on his or her caseload of the change.
- E. If a PCP fails to submit a new PCP Agreement Form, the case management fees will pay to the provider of record until a new PCP Agreement Form is received by Provider Enrollment.
- F. If a Group Affiliation Form is received by Provider Enrollment to disassociate a PCP from a group but the PCP Agreement Form is not received, the case management fees will be paid to the individual PCP's provider ID number.
- G. If a PCP's case management fees were paid to a group in which the PCP is no longer affiliated, it is the responsibility of that group to reimburse Medicaid the fees they were not entitled to receive.
- H. No case management fees will be back paid to a PCP who has failed to follow the process described in Paragraph D of this Section.
- I. Reconciliation of care management fees will occur annually in June. ■

Roles and Responsibilities of your AFMC Provider Relations Representative Outreach Specialist

A FMC Provider Relations Outreach Specialists serve as the link between health care providers and the Department of Medicaid Services (DMS). We visit with Primary Care Physicians, select specialists, hospitals, Area Health Education Centers, Federally Qualified Health Centers, Rural Health Clinics, Arkansas Department of Health Clinics, and the Division of County Office facilities.

Although travel is currently suspended due to the pandemic, our team is ready and available to serve you through a virtual visit, phone call, and/or email. Currently, we are completing virtual visits with Arkansas Medicaid providers. We use this opportunity to discuss the Arkansas Physician Medicaid Update that is revised quarterly. Each visit is unique based on the needs of the provider and practice. We work diligently to keep AR Medicaid providers informed of the most relevant Medicaid information. Our team is always eager to answer your questions and share your comments. We have a plethora of resources to guide you if your questions are outside of our scope of practice.

Topics the AFMC Provider Relations Outreach Specialist team can assist you with include, but aren't limited to, the following:

- Emergency room education and in-service
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- ConnectCare Online portal set up for PCPs
- Client eligibility or PCP assignment issues
- Educational webinars
- Expiring license reminders
- Medicaid policy updates and requirements
- Medicaid, ARKids First B, and other waived programs
- Non-emergency Transportation
- State initiatives

We house current and past Medicaid updates, webinars, and e-blasts on our website www.afmc.org/providerrelations. This allows you to keep your AFMC Provider Relations Outreach Specialist and the information we provide at your fingertips.

If you don't know who your AFMC Provider Relations Outreach Specialist is look them up on the map provided in this update. Go a step further and send them an email introducing yourself because we are here to serve you! ■

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Q2 SFY2022 (Oct.–Dec.)

- Enhanced rate for administering COVID-19 vaccines
- Provider Status Changes
- Roles and Responsibilities of your AFMC Provider Relations Outreach Specialist



Provider Relations Outreach Specialists Information Sheet

1020 W. 4th St., Suite 400 • Little Rock, AR 72201 • Toll free: 1-877-650-2362 • Transportation Helpline: 1-888-987-1200

AFMC OUTREACH SPECIALISTS

Refer to the map and the color key below to find your representative.

Manager

Tabitha Kinggard 501-804-3277
tkinggard@afmc.org

Supervisor, Outreach Logistics

Tonyia Long 501-212-8686
tlong@afmc.org

Outreach Specialists

Emily Alexander 501-804-0184
ealexander@afmc.org

Shawna Branscum 501-804-2373
sbranscum@afmc.org

Kimberly Breedlove ... 501-553-7642
kbreedlove@afmc.org

Jackie Clarkson 501-553-7665
jclarkson@afmc.org

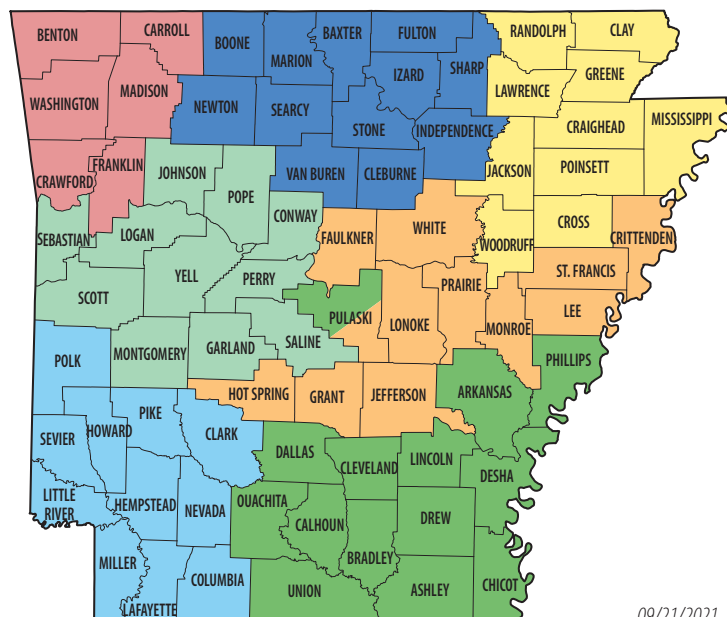
Kellie Cornelius 501-804-2501
kcornelius@afmc.org

Carla Hestir 501-804-2901
chestir@afmc.org

Connie Riley 501-545-7873
criley@afmc.org

Out of State Specialist

Melissa Roberts 501-804-2943
mroberts@afmc.org



09/21/2021

GAINWELL TECHNOLOGIES SERVICES (Claims Processing)

500 President Clinton Ave., Suite 400 • Little Rock, AR 72201

Gainwell Provider Assistance Center

- In-state toll free **800-457-4454**
- Local / out-of-state... **501-376-2211**

Provider Enrollment

- Gainwell Technologies Services
P.O. Box 8105 • Little Rock, AR 72203-8105
- Central Arkansas..... **501-376-2211**
 - Fax **501-374-0746**

ARKANSAS DEPARTMENT OF HUMAN SERVICES, DIVISION OF MEDICAL SERVICES



ARKIDS FIRST/MEDICAID MEDICAL ASSISTANCE

<https://medicaid.mmis.arkansas.gov>

- ARKids First Enrollment Information **888-474-8275**

CONNECTCARE

- Toll free **800-275-1131**

MEDICAID FRAUD CONTROL UNIT (PROVIDERS)

- Central Arkansas..... **501-682-8349**

VOICE RESPONSE SYSTEM

- Toll free **800-805-1512**

AFMC SERVICE CENTER (CLIENTS)

- Toll free **888-987-1200**

PCMH QUESTIONS PCMH@afmc.org

MAGELLAN MEDICAID ADMINISTRATION

- Pharmacy Help Desk... **800-424-7895**
Prescribers, Option 2

THIRD PARTY LIABILITY

- Local..... **501-537-1070**
- Fax **501-682-1644**

DHS Division of Medical Services,
TPL Unit • P.O. Box 1437, Slot S296
Little Rock, AR 72203-1437