

# Arkansas Medical Society Insurance Conference 2021

## AFMC Provider Relations



# AFMC Provider Relations Outreach Specialists



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MAP, CPHIMS



Kimberly Breedlove, CPHIMS,  
Medical Coding Specialist (MCS)



Melissa Roberts



Shawna Branscum



Virtual  
Visit

We're  
Available

Email

Phone





# 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.

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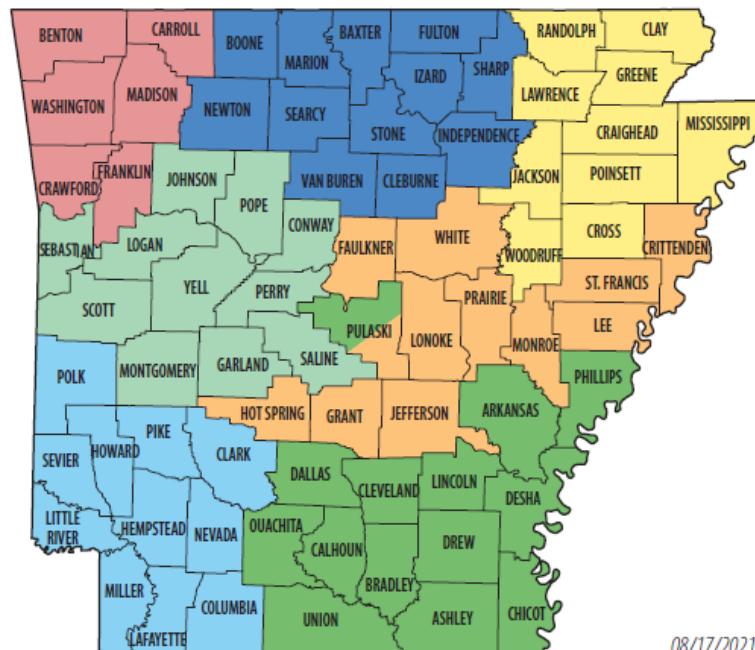
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08/17/2021

## 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 ..... [PCM@afmc.org](mailto:PCM@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 5296  
Little Rock, AR 72203-1437



# Save the Date

December 14, 2021

Arkansas Medicaid Educational Virtual Conference –  
Physicians, Office Managers, Hospitals, Nurses



# Save the Date

December 15, 2021

Arkansas Medicaid Educational Virtual Conference –  
Behavioral Health and Waiver Providers



# afmc.org/PCPUpdatePackets



## ARKANSAS PHYSICIAN MEDICAID UPDATE



### What's New for Arkansas Medicaid Providers

- EVV Billing Cutoff
- COVID-19 Information
- New Official Notices
- New Provider Manual Updates
- New RA Messages



ARKANSAS PHYSICIAN MEDICAID UPDATE

Q1 SFY2022 (July–Sept.)

### Medicaid Providers Play a Critical Role in COVID-19 Vaccinations

In December 2020, the first two COVID-19 vaccines, Pfizer (BNT162b2) and Moderna (mRNA-1273), were approved by the FDA and recommended by the Advisory Committee on Immunization Practices (ACIP) for emergency use. Initially COVID-19 vaccine was in limited supply and each state identified priority groups receiving COVID-19 vaccine based on CDC recommendations. Since initial approvals, vaccine supply, recommendations, and distribution of vaccines have evolved rapidly.

Currently, there are three COVID-19 vaccines approved for emergency use in the United States: Pfizer (mRNA), Moderna (mRNA), and Janssen (JNJ-78436735; viral vector). The Pfizer vaccine is approved for use in individuals 12 years of age or older. Both Moderna and Janssen are approved for use in individuals 18 years of age or older. Each vaccine has been proven effective at preventing severe disease, hospitalizations, and death.

Now that COVID-19 vaccine supply is more readily available, Medicaid providers have the ability to administer the vaccine to their patients. Hospitals and emergency departments are in the process of updating

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July–Sept. • Q1 SFY2022

### IN THIS ISSUE OF



## ARKANSAS PHYSICIAN MEDICAID UPDATE

Q1 SFY2022 (July–Sept.)

- Arkansas Medicaid Provider Education - COVID Vaccine
- Arkansas Medicaid Reimburses Three Types of Emergency Department Visits
- PCP Online Assignment Portal vs. SeeYourDoc.org



Healthy People. Healthy Businesses.  
Healthy Communities.



### Arkansas Health and Opportunity for Me (ARHOME)

Arkansas's Medicaid expansion program, Arkansas Works, expires at the end of 2021, and the Arkansas General Assembly has approved the Arkansas Health and Opportunity for Me (ARHOME) program to replace it. ARHOME will continue using Medicaid funding to purchase private health insurance for eligible low-income adults. ARHOME will add new features, including:

- Building provider capacity for behavioral health
- Quality metrics to hold health plans accountable
- Intensive services to address the health and social needs of women with high-risk pregnancies, individuals with serious mental illness or substance use disorder, and young adults who are veterans or were formerly incarcerated or in foster care

An educational webinar about ARHOME can be viewed here. <https://afmc.org/health-care-professionals/arkansas-medicaid-providers/policy-and-education/webinars/arhome-webinar-july-2021>

### National Immunization Awareness Month (NIAM)

NIAM is an annual observance held in August to highlight the importance of vaccination for people of all ages. Use resources and toolkits at <https://www.cdc.gov/vaccines/events/niam/index.html> to assist you in communicating to health care professionals, parents, and patients about immunizations during August and throughout the year.

### SAVE THE DATE!

2021 Arkansas Medicaid Educational Virtual Conference  
December 14, 2021

### Provider Training Information

A FMC 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
<a href="#">Eligibility Verification Video</a>	<a href="#">Eligibility Verification Guide</a>
<a href="#">Files Exchange for HCI Video</a>	<a href="#">Files Exchange for HCI Guide</a>
<a href="#">How to Adjust/Edit a Claim Video</a>	<a href="#">How to Adjust/Edit a Claim Guide</a>
<a href="#">How to Access a PA Letter Video</a>	<a href="#">How to Access a PA Letter Guide</a>
<a href="#">Portal Password Reset Video</a>	<a href="#">Portal Password Reset Guide</a>
<a href="#">Timely Filing Video</a>	<a href="#">Timely Filing Guide</a>
<a href="#">How to Void a Claim Video</a>	<a href="#">How to Void a Claim Guide</a>

ARKANSAS PHYSICIAN MEDICAID UPDATE • July–Sept. • Q1 SFY2022



# Medicaid Website Transition

- [www.medicaid.mmis.arkansas.gov](http://www.medicaid.mmis.arkansas.gov) transitions to [www.humanservices.arkansas.gov](http://www.humanservices.arkansas.gov)
- This migration does not affect the MMIS eligibility portal

## ***Provider Manual Updates, Official Notices, RA Messages***

- These can be found on the new Medicaid webpage:

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/fee-schedules/>



# COVID-19 Memos and Manuals

The DHS webpage which houses COVID-19 related information can be found on the new Medicaid webpage:

<https://humanservices.arkansas.gov/covid-19/dhs-response-to-covid-19/updates-for-providers/#covid-19-response-manuals-effective-07012021>



# Additional (Third Dose) COVID-19 Vaccination Shots



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

Division of Medical Services  
P.O. Box 1437, Slot 5401, Little Rock, AR 72203-1437  
P: 501.682.8292 F: 501.682.1197

## OFFICIAL NOTICE

**TO:** Health Care Providers – All Providers

**DATE:** August 19, 2021

**SUBJECT:** Additional (Third Dose) COVID-19 Vaccination Shots|

### I. General Information

Due to guidance issued by the Food and Drug Administration ([FDA](#)) and the Centers for Disease Control and Prevention ([CDC](#)), additional COVID-19 shots will be available:  
COVID-19 Third Dose for Moderately to Severely Immunocompromised People  
([Click here for the FDA EUA \(Emergency Use Authorization\)](#))

The correct procedure codes that must be used to file a claim for administration of these shots are set out in the tables in this Official Notice.

The Effective Dates for the COVID-19 Third Dose are:

Beginning Date: Thursday, August 12, 2021

Ending Date: End of the Public Health Emergency (PHE)

### II. Authorized Providers

The following Arkansas Medicaid providers will continue to be authorized to administer COVID-19 vaccinations:

- Physicians
- Advanced Practice Registered Nurses (APRN) which include the following:
  - Certified Nurse Practitioner
  - Certified Registered Nurse Anesthetist (CRNA)
  - Certified Nurse Midwife (CNM)
  - Clinical Nurse Specialist
- Federally Qualified Health Centers (FQHC)
- Rural Health Centers (RHC)
- Pharmacy Licensed Providers who are enrolled to provide vaccines (pursuant to SPA No. 20-0024, Eff. 12/8/2020):
  - Pharmacists
  - Pharmacy Interns
  - Pharmacy Technicians
  - Pharmacies
- Arkansas Department of Health (ADH)
- Hospitals (in the outpatient setting)

The Effective Date for the Third Dose August 12, 2021.

Procedure Code	Description	Manufacturer	Rate*
0003A	ADM SARSCOV2 30MCG/0.3ML 3RD (Pfizer-BioNTech Covid-19 Vaccine Administration – Third Dose)	Vaccine Admin (Pfizer)	\$40.00
0013A	ADM SARSCOV2 100MCG/0.5ML3RD (Moderna Covid-19 Vaccine Administration – Third Dose)	Vaccine Admin (Moderna)	\$40.00

\*NOTE: The temporary rate increase for vaccination administration does not apply to the Third Dose, and does not apply to the procedure codes in the above table.



# Temporary Increase – COVID-19 Vaccination Administration Rate – Official Notice

The existing Procedure Codes for administration of the 1st and 2nd doses (Pfizer and Moderna) and the Johnson & Johnson Single Dose are:

## VI. EXISTING Procedure Codes

The temporary rate increase for the procedure codes in the table below applies ONLY during the sixty (60)-day timeframe set out for administration of COVID-19 vaccinations in [Official Notice ON-008-21](#):

Beginning Date: Friday, August 13, 2021  
Ending Date: Monday, October 11, 2021

The vaccine administration rate will revert back to \$40.00 for the Dates of Service (DOS) October 12, 2021 through the end of the PHE.

Procedure Code	Description	Manufacturer	Temporary Administration Rate
0001A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, MRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 30 MCG/0.3ML DOSAGE, DILUENT RECONSTITUTED; FIRST DOSE	Vaccine Admin (Pfizer)	\$100.00
0002A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, MRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 30 MCG/0.3ML DOSAGE, DILUENT RECONSTITUTED; SECOND DOSE	Vaccine Admin (Pfizer)	\$100.00
0011A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, MRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 100 MCG/0.5ML DOSAGE; FIRST DOSE	Vaccine Admin (Moderna)	\$100.00
0012A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, MRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 100 MCG/0.5ML DOSAGE; SECOND DOSE	Vaccine Admin (Moderna)	\$100.00
0031A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, DNA, SPIKE PROTEIN, ADENOVIRUS TYPE 26 (AD26) VECTOR, PRESERVATIVE FREE, 5X10 <sup>10</sup> VIRAL PARTICLES/0.5ML DOSAGE, SINGLE DOSE	Vaccine Admin (Johnson & Johnson)	\$100.00



# Temporary Increase – COVID-19 Vaccination Administration Rate – Official Notice (Contd.)

The existing Procedure Codes for administration of the 1st and 2nd doses (Pfizer and Moderna) and the Johnson & Johnson Single Dose are:

Procedure Code	Description	Manufacturer	Temporary Administration Rate
0001A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, mRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 30 MCG/0.3ML DOSAGE, DILUENT RECONSTITUTED; FIRST DOSE	Vaccine Admin (Pfizer)	\$100.00
0002A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, mRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 30 MCG/0.3ML DOSAGE, DILUENT RECONSTITUTED; SECOND DOSE	Vaccine Admin (Pfizer)	\$100.00
0011A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, mRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 100 MCG/0.5ML DOSAGE; FIRST DOSE	Vaccine Admin (Moderna)	\$100.00
0012A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, mRNA-LNP, SPIKE PROTEIN, PRESERVATIVE FREE, 100 MCG/0.5ML DOSAGE; SECOND DOSE	Vaccine Admin (Moderna)	\$100.00
0031A	IMMUNIZATION ADMINISTRATION BY INTRAMUSCULAR INJECTION OF SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2 (SARS-COV-2) (CORONAVIRUS DISEASE (COVID-19)) VACCINE, DNA, SPIKE PROTEIN, ADENOVIRUS TYPE 26 (AD26) VECTOR, PRESERVATIVE FREE, 5X10 <sup>6</sup> VIRAL PARTICLES/0.5ML DOSAGE, SINGLE DOSE	Vaccine Admin (Johnson & Johnson)	\$100.00



# 2022 PCMH Open Enrollment

- October 1 – November 15, 2021
- PCMH webinar was held on September 10th



# PCP ConnectCare Online Portal VS seeyourdoc.org

## Seeyourdoc.org

- For the client only
- DMS 2609 form not needed
- Notice of PCP assignment being complete is emailed to the client

## ConnectCare Online Portal

- For PCPs only
- DMS 2609 form is required
- HIPAA compliant
- More efficient
- Closed or restricted caseloads do not have to make changes for assignment to process
- Notice of PCP assignment is sent to the CC online contact



# PCP Caseload Management

## Arkansas Medicaid PCP Caseload Management Responsibilities

**M**ost Medicaid clients and all ARKids First-B participants must enroll with a primary care physician (PCP), also known as a primary care case manager (PCCM). PCPs provide primary care services and make medically necessary referrals to specialty physicians, hospitals, and other providers. PCPs coordinate and monitor their clients' prescribed medical and rehabilitation services. Medicaid enrollees may receive services only from their PCP unless their PCP refers them to another provider, or unless they access a service that does not require a PCP referral.

Each PCP may select an age range for the Medicaid clients who can be assigned to their caseload. Each PCP may also choose an upper limit to his or her Medicaid client caseload, up to the default maximum of 2,500. In certain situations, the state may permit higher maximum caseloads.





Arkansas's Medicaid expansion program, Arkansas Works, expires at the end of 2021, and the Arkansas General Assembly has approved the Arkansas Health and Opportunity for Me (ARHOME) program to replace it. ARHOME will continue using Medicaid funding to purchase private health insurance for eligible low-income adults. ARHOME will add new features, including:

- Building provider capacity for behavioral health
- Quality metrics to hold health plans accountable
- Intensive services to address the health and social needs of women with high-risk pregnancies, individuals with serious mental illness or substance use disorder, and young adults who are veterans or were formerly incarcerated or in foster care



# MyARMedicaid Phone App

## What is MyARMedicaid?

- A mobile app that gives clients a safe and secure way to access their medical records related to Medicaid coverage.
- The client can view: a digital Medicaid card, claims paid by Medicaid, providers they have seen, medical visits and procedures they have had, and prescription/immunization records

## Webinar for Providers

- Held Wednesday, August 11. Replay link: [MyARMedicaid Phone App webinar](#)
- Allow providers to see the new app before the data is available to clients
- The digital Medicaid Card and records can be viewed on the app by the provider with the client's permission



# Three Types of Emergency Department Visits

- Arkansas Medicaid reimburses for three types of Emergency Department Visits
  - Emergent
  - Non-emergent
  - Assessment
- Resources
  - Billing guide
  - Flowsheet



# Medication Assisted Treatment (MAT)

- What is Medication Assisted Treatment (MAT)?
- Effective September 1, 2020, Arkansas Medicaid will support beneficiaries with Opioid Use Disorder (OUD). The program allows Medication Assisted Treatment (MAT) patients to exceed
  - 12 physician visits per year limit
  - \$500 benefit limit for laboratory and x-ray services when associated with MAT
  - Clients will not be charged a co-pay for covered MAT services
  - Medications provided will not count toward the beneficiaries' prescription limit



# Medication Assisted Treatment (MAT)

## ■ Enrollment for existing Medicaid providers

- Submit a written letter requesting XDEA be added to their provider file
- Submit copy of their DEA certificate and SAMHSA approval letter

(For help, see the [MMIS Job Aid to learn how to upload documents \(PDF, new window\)](#) on the portal)

## ■ Enrollment for new Arkansas Medicaid providers

- How to [submit your enrollment application online](#)
- Upload your DEA certificate and SAMHSA approval letter as attachments to your application to ensure your XDEA is entered on your provider file



Question

Answer

[ProviderRelations@afmc.org](mailto:ProviderRelations@afmc.org)

