



New POA Requirements

for Inpatient Hospital and Inpatient Psychiatric Claims

Effective December 1, 2021, Arkansas Total Care will align with state guidance and begin enforcing the use of Diagnosis Present on Admission (POA) indicators for inpatient hospital and inpatient psychiatric claims.

The POA indicator is used to report provider-preventable events that occurred during treatment. The POA indicator is required on all non-exempt diagnosis codes for the inpatient setting, with the exception of the Admitting and External Cause of Injury code. The POA edits will deny any eligible claim not billed with a valid POA indicator.

Arkansas Total Care will conduct post-payment reviews for hospital-acquired conditions (HACs) or provider-preventable conditions (PPCs) and will evaluate whether the claim will be partially or fully recouped. Providers correcting a POA denial must submit corrections as a replacement claim.

Questions or concerns may be directed to our provider services team via email at Providers@ArkansasTotalCare.com or phone at 1-866-282-6280 (TTY: 711).