

First Quarter 2025

Provider Webinar

Housekeeping Rules



- ▶ Please mute your phone.
- ▶ Please avoid placing this call on hold to prevent us from listening to hold music.
- ▶ Please hold all questions until the end of the presentation.
- ▶ This presentation will be posted to the Arkansas Total Care website soon.

Disclaimer



- Arkansas Total Care has produced this material as an informational reference for providers furnishing services in our contract network. Arkansas Total Care employees, agents, and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material.
- ► The presentation is a general summary that explains certain aspects of the program and is not a legal document.
- Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the program is constantly changing, and it is the responsibility of each provider to remain abreast of the program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice.
- ► All Current Procedural Terminology (CPT) only are copyright 2025 of the American Medical Association (AMA). All rights reserved. CPT is a registered trademark of the American Medical Association. Applicable Federal Acquisition Regulation (FARS/DFARS) restrictions apply to government use. The AMA assumes no liability for data contained or not contained herein.

Acronyms



Acronym	Definition	
Arkansas Total Care	Arkansas Total Care	
EVV	Electronic Visit Verification	
PHE	Public Health Emergency	
FWA	Fraud, Waste, and Abuse	
HCBS	Home and Community Based Services	
NPI	National Provider Identification	
PASSE	Provider-Led Arkansas Shared Savings Entity	
SIU	Special Investigations Unit	

Agenda



Arkansas Total Care (Arkansas Total Care) Updates

- ► Appointment Availability & Wait Times
- ► Requests for Reconsideration or Claim Disputes
- ► Arkansas Total Care Updates
- ► Cultural Competency Trainings
- Fraud, Waste, & Abuse

- ► Provider Demographic Accuracy
- ► Prior Authorizations
- ► Gold Card Policy
- ► Secure Provider Portal
- ► Contact Information

Clinical & Payment Policies

Clinical & Payment Policies



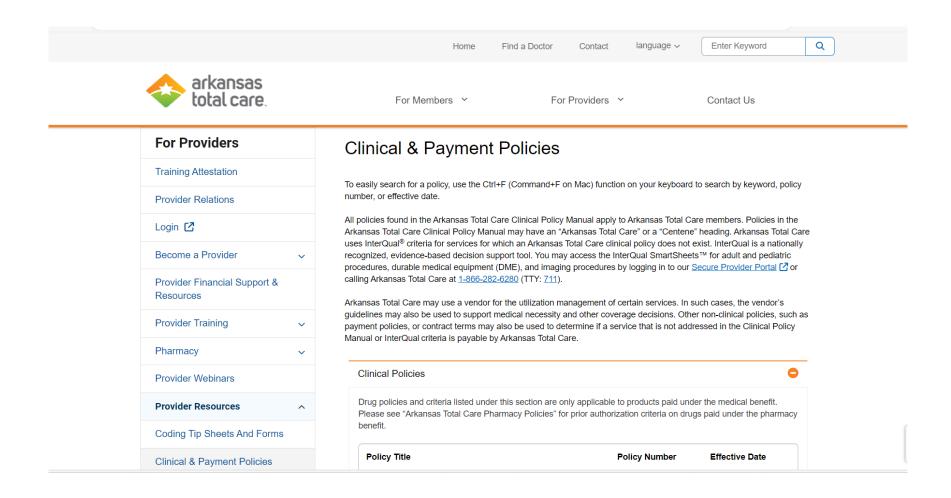
Arkansas Total Care Clinical and Payment Policies can be found on the public website.

- ▶ The Clinical, Payment, and Pharmacy policies can be found by going to: <u>ArkansasTotalCare.com</u>
 - Hover over the "For Providers" tab at the top of the screen
 - Select "Provider Resources" from the drop-down menu
 - Select Clinical & Payment Policies on the left.
- ► Use the Ctrl+F (Command+F on Mac) function on your keyboard to search by keyword, policy number or effective date.

If you have questions, please call 1-866-282-6280.

Clinical & Payment Policies





Appointment Availability & Wait Times

Appointment Availability & Wait Times



Arkansas Total Care follows the accessibility and appointment wait time requirements set forth by applicable regulatory and accrediting agencies.

Arkansas Total Care monitors participating provider compliance with these standards at least annually and will use the results of appointment standards monitoring to ensure adequate appointment availability and access to care, and to reduce inappropriate emergency room utilization.

Appointment access audits:

- Arkansas Total Care may conduct appointment accessibility surveys telephonically, on-site, and/or ad hoc for complaint/grievance investigation to determine appointment availability based on requirements outlined in the provider manual and state contract.
- Arkansas Total Care may survey their top five specialties to ensure that specialty access standards are being met. The state may determine which specialties are to be audited, and the health plan should comply with those requirements.
- Arkansas Total Care may assess all PCPs and providers in each geographic region and transpose to ensure that the following services are available.

Appointment Availability & Wait Times



Service Type	Time Frame	
Emergency care — medical, behavioral health, substance abuse	24 hours a day, seven days a week	
Behavioral health service, developmental disability service, mobile crisis response	24 hours a day, seven days a week	
Urgent care — medical, behavioral health, substance abuse	Within 24 hours	
Primary care — routine, non-urgent symptoms	Within 21 calendar days	
Behavioral health substance abuse care — routine, non-urgent, non-emergency	Within 21 calendar days	
Prenatal care	Within 14 calendar days	
Primary care access to after-hours care	Office number answered 24/7 by answering service or instructions on how to reach a physician	
Preventive visit/wellness visit	Within 30 calendar days	
Specialty care — non-urgent	Within 60 calendar days	
HCBS — identified as necessary to protect the health and safety of the member	Within 90 calendars of completion of the PCSP	

Requests for Reconsideration or Claim Disputes

Requests for Reconsideration



Claim Reconsiderations may be requested when a provider disagrees with the original claim outcome (payment amount, denial reason, etc.).

Reconsiderations may be submitted using one of the following ways:

- ► Calling Provider Services at 1-866-282-6280"
- Secure Provider Portal at ArkansasTotalCare.com
- Using the Request for Reconsideration form available on our website (preferred method)
- Sending a written letter that includes a detailed description of the reason for the request
 - To ensure timely processing, the letter must include sufficient identifying information, which includes, at a minimum, member name, member ID number, date of service, total charges, provider name, original EOP, and/or the original claim number found in Box 22 of the CMS 1500 form or Field 64 of the UB-04 form.

▶ Request must be submitted within 180 days of the date of the original explanation of payment or denial for contracted providers.

Written requests for reconsideration and any applicable attachments must be mailed to:

Arkansas Total Care
Attn: Request for Reconsideration
P.O. Box 8020
Farmington, MO 63640-8020

Claim Disputes



Claim Disputes may be submitted when a provider disagrees with the outcome of the request for reconsideration.

- ▶ A claim dispute/claim appeal should be used only when a provider has received an unsatisfactory response to a request for reconsideration. If a dispute form is submitted and a reconsideration request is not located in our system, then the dispute will be considered a reconsideration.
- ► A claim dispute/appeal must be submitted on the claim dispute form located under the Provider Resources tab of ArkansasTotalCare.com. The form must be completed in its entirety.

The completed form may be mailed to the following address:

Arkansas Total Care Attn: Claim Dispute P.O. Box 8020 Farmington, MO 63640-8020 A claim dispute/appeal will be resolved within 30 calendar days. The provider who filed the dispute/appeal will receive a written letter detailing the decision to overturn or uphold the original decision.

Arkansas Total Care Updates

Waiver Manual Updates



- ► The 2025 Provider Waiver Manual has been updated on our website.
- ► Be sure to check our Provider Resources page for important forms and reference materials.

Reference Materials

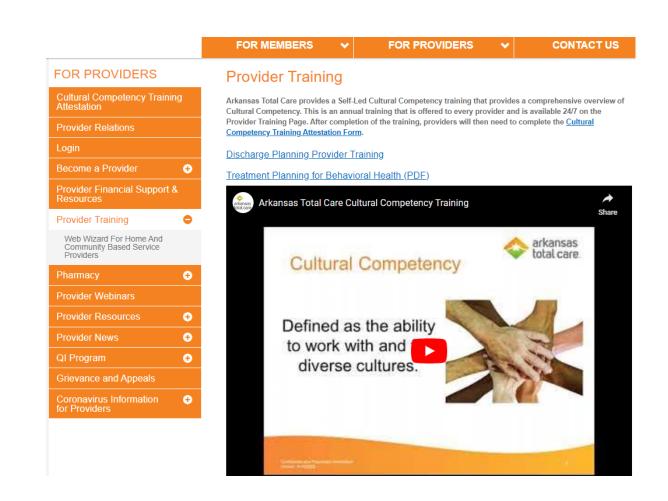
- 2024 Provider Manual (PDF)
- 2023 Provider Manual (PDF)
- 2022 Provider Manual (PDF)
- 2021 Provider Manual (PDF)
- 2019 Provider Manual (PDF)
- Quick Reference Guide (PDF)
- Payspan (PDF)
- Secure Portal (PDF)
- Provider Education Member ID Card (PDF)
- How to Check Eligibility (PDE)
- ICF Billing Instructions (PDF)
- Incident Report (PDF)
- How to use Secure Messaging (PDF)
- Codes Modifiers and Rates (PDF)
- Provider Waiver Manual (PDF)
- Provider Waiver Manual (PDF) RETIRED

Cultural Competency Trainings

Cultural Competency Trainings



- ► This course allows providers to receive information on how to service member's healthcare needs in a culturally competent manner.
- Arkansas Total Care now provides selfled trainings for providers to complete at their leisure.



Cultural Competency Training Attestation



arkansas			Home Find a Doct	tor Contact Q	search
total care.	Contrast On Off a a a a languag				a a a language•
	FOR MEMBERS	FOR F	PROVIDERS	CON	TACT US
FOR PROVIDERS	Cultural Competency	Training	Attestation		
Cultural Competency Training Attestation	Cultural Competency Trainings needs to be Trainings can complete the form below.	completely every y	ear. Providers who have co	ompleted the Cultur	ral Competency
Provider Relations	Practice Name *		TIN *		
Login					
Become a Provider	Practitioner Name *		Practice Phone Number *		
Provider Financial Support & Resources					
Provider Training •	What type of training did you attend? * Attended an ARTC presented webinar				
Pharmacy	Attended another Cultural Competency	training			
Provider Webinars	The year attestation completed *				
Provider Resources •					
Provider News •	Check Box for attestation* ☐ Attest				
Ql Program •	Electronic Signature *				
Grievance and Appeals					
Coronavirus Information for Providers	Submit				

Provider Training



Arkansas Total Care provides several self-led provider trainings. This is an annual training that is offered to every provider and is available 24/7 on the Provider Training Page. After completion of the training, providers will then need to complete the <u>Attestation Form</u>.

Cultural Competency Training

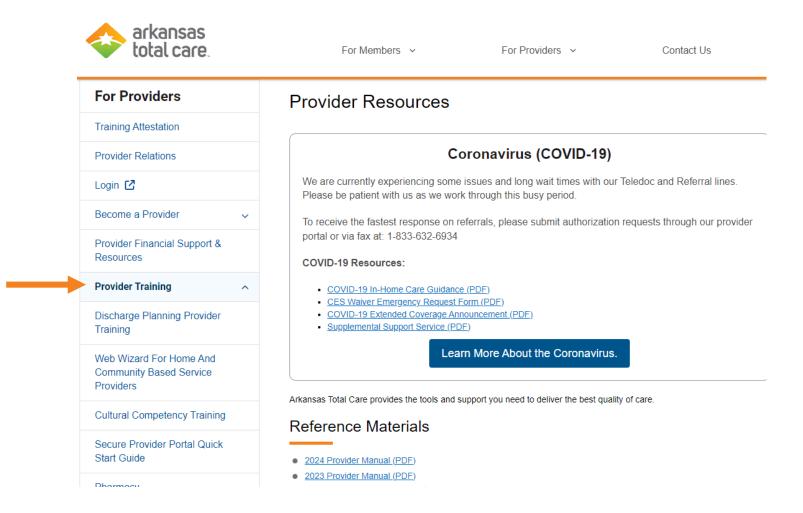
Discharge Planning Provider Training

Secure Provider Portal Quick Start Guide

Treatment Planning for Behavioral Health (PDF)

Provider Training





Fraud, Waste, & Abuse

Fraud, Waste, & Abuse



- Arkansas Total Care takes the detection, investigation, and prosecution of fraud, waste, and abuse (FWA) very seriously and has a FWA program that complies with the federal and state laws.
- ▶ Arkansas Total Care routinely conducts audits to ensure compliance with billing regulations.
- ► The Centene Special Investigation Unit (SIU) performs retrospective audits, which may result in taking actions against providers who commit fraud, waste, and abuse.

Fraud, Waste, & Abuse



These actions may include but are not limited to:

- ► Remedial education and/or training to prevent the billing irregularity
- ► More stringent utilization review
- ► Recoupment of previously paid monies
- ► Termination of provider agreement or other contractual arrangement
- ► Civil and/or criminal prosecution
- Any other remedies available to rectify

Some of the most common FWA submissions seen are:

- ► Unbundling of codes
- ► Up-coding services
- Add-on codes without primary CPT
- Diagnosis and/or procedure code not consistent with the member's age and/or gender

- ► Use of exclusion codes
- Excessive use of units
- ► Misuse of benefits
- ► Claims for services not rendered

If you suspect or witness a provider inappropriately billing or a member receiving inappropriate services, please call our anonymous and confidential hotline at 1-866-685-8664.

Provider Demographic Accuracy

Provider Demographic Accuracy



Help us ensure the information provided to Arkansas Total Care members for your service location is up to date!

- ► This can be through credentialing, rosters, provider date change forms and third- party vendor requests, such as LexisNexis.
- ► Maintaining correct clinic information ensures our members are able to locate the providers they need through the Arkansas Total Care provider directory posted online.

- ► Changes can be submitted through the secure provider portal or by submitting a provider data change form to ArkCredentialing@centene.com
- ► Changes may include, but are not limited to:
 - Adding or removing a location
 - Updating your phone number
 - Removing inactive practitioners
- ▶ We are required to report directory accuracy to the state.

Prior Authorizations

Prior Authorizations



Prior Authorizations can be requested in the following ways:



Secure Provider Portal: This is the preferred and fastest method

Provider.ArkansasTotalCare.com



Phone

• 1-866-282-6280 (TTY: 711)



Fax — IP and OP paper forms available on the website under Provider Resources.

Arkansas Total Care: 1-833-249-2342

After normal business hours and on holidays, calls are directed to the plan's 24-hour Nurse Advice Line. Notification of authorization will be returned via phone, fax, or Secure Provider Portal.

Arkansas Total Care Pre-Auth Check Tool



FOR PROVIDERS **Cultural Competency Training** Attestation Provider Relations Become a Provider Provider Financial Support & Resources Provider Training 0 Pharmacy Provider Webinars Provider Resources Clinical & Payment Policies Pre-Auth Check Coding Tip Sheets And Forms **Provider News** 0 QI Program 0 **Grievance and Appeals** Coronavirus Information for Providers

Pre-Auth Check

Use our tool to see if a pre-authorization is needed. It's quick and easy. If an authorization is needed, you can access our login to submit online. For the best experience, please use the Pre-Auth Tool in Chrome, Firefox, or Internet Explorer 10 and above.

DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this does NOT guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, and correct coding and billing practices. For specific details, please refer to the provider manual. If you are uncertain that prior authorization is needed, please submit a request for an accurate response

Vision Services need to be verified by Envolve Vision.

Dental Services are provided through Delta Dental or MCNA. Please verify.

Complex imaging, MRA, MRI, PET, and CT scans need to be verified by NIA.

Prior Authorizations for Musculoskeletal Procedures should be verified by TurningPoint.

Non-participating providers must submit Prior Authorization for all services.

For non-participating providers, Join our Network.

Would this be Emergency or Urgent Care, Dialysis, or are these family planning services billed with a contraceptive management diagnosis?

☐ Yes ☐ No

Is the member being admitted to an inpatient facility? Are anesthesia services being rendered for pain management? Are oral surgeon services being rendered in the office?	
Are oral surgeon services being rendered in the office?	
Are chiropractic services being rendered?	
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	
Are hospice services being provided?	



In 2023, the Arkansas General Assembly passed Act 575, amending the 2015 Prior Authorization Transparency Act. Act 575 exempts particular healthcare providers who administer healthcare services from prior authorization requirements. This information outlines Arkansas Total Care prior authorization requirements beginning January 1, 2025, and contains details of your status regarding exemptions from prior authorization requirements for our Medicaid line of business.



Since the beginning of the PASSE program, Arkansas Total Care has had the following provisions in place to ensure open access to care for members:

- No prior authorization/referrals needed to obtain primary care services
- ► No prior authorization/referrals needed to obtain specialty provider services
- ► No prior authorization/referrals needed for physical, occupational, speech, and behavioral health therapy services

- ▶ To ensure open access to care, Arkansas Total Care has removed the following limits, typically applied by Fee for Service Medicaid:
 - Visit limits on physician services
 - Dollar CAPs on Imaging and DME services
 - Pharmacy Script Limits
- Expanded services to offer wellness benefits to all adults
- ► Continued to perform annual reviews of services that require a prior authorization to determine if a prior authorization is still needed to manage risk



Who is exempt from prior authorization requirements?

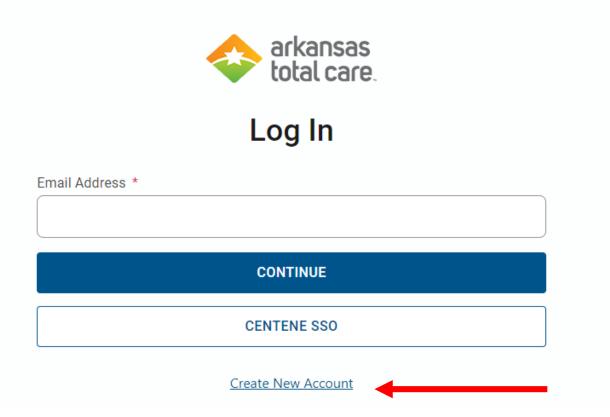
- ▶ A healthcare provider that received approval for 90% or more of the healthcare provider's prior authorization requests, based on a review of the healthcare provider's utilization of the particular healthcare services, will receive Gold Card status beginning January 1, 2025.
- ▶ Authorization data from January 1, 2024, to June 30, 2024, will be reviewed.
- ► For Gold Card consideration, the healthcare provider must have requested six or more prior authorizations, of a particular healthcare service, in the most recent six-month evaluation period.
- ▶ If a healthcare provider's use of a particular healthcare service increases by 25% based on a review of the healthcare provider's utilization of the particular healthcare service, Arkansas Total Care may disallow the exemption from prior authorization requirements.

Secure Provider Portal

Secure Provider Portal — Create An Account



Registration is free and easy



Secure Provider Portal Is Moving to Availity



Arkansas Total Care has a new platform for the Secure Provider Portal called Availity.

Benefits of Availity:

- ► Validate eligibility and benefits
- ► Submit Claims
- ► Check Claim Status
- ► Submit Authorizations
- ► Access Arkansas Total Care payer resources

- ▶ If you are already working in Essentials, you can log in to your existing Essentials account to enjoy these benefits for Arkansas Total Care's members beginning November 18, 2024.
- ► If you are new to Availity Essentials, getting your Essentials account and delegating an Availity administrator for your provider organization is the first step toward working with Arkansas Total Care on Availity.

For additional assistance with your registration, please call Availity Client Services at 1-800-AVAILITY (1-800-282-4548). Assistance is available Monday through Friday from 7 a.m. to 7 p.m. CT.

Secure Portal Features



- ▶ A member eligibility overview page that reflects all critical data in a single view
- ▶ Ability to submit and track the status of claim reconsiderations online
- Expanded free text fields for reconsideration comments and explanations
- ► Attach required documentation when filing a reconsideration
- ▶ Upload records for care gap information
- ► Receive push notifications regarding reconsideration status changes
- ► Void/recoup option on claims already adjudicated by the health plan (refer to page 92 of the portal manual for instructions)

Patient Overview — Document Resource Center



Overview				
Cost Sharing		Document	Upload	Document Review
Assessments	1.	Document Category:	Please Select a Category	T
Health Record			Medical Necessity Quality Management Long Term Services And Suppo	ort
Care Plan	2.	Document Type:		▼
Authorizations	3.	Upload File:	Choose File No file chosen	
Referrals				
Coordination of Benefits	4.		Submit	
Claims		Docum	nents for the member ca	n be uploaded here
Document Resource Center	1		on Document Category	

Key Contacts



Department	Phone/Website	Fax/Email	
HHAeXchange Support	1-855-400-4429	HHA Client Support Portal	
EDI Claims Assistance	1-800-225-2573 ext. 6075525	EDIBA@centene.com	
Turning Point	501-263-8850/ 1-866-619-7054	501-588-0994	
Evolent Advanced Imaging (MRI,CT, PET)	1-866-500-7685 RadMD.com	N/A	
Envolve Vision	1-844-280-6792 VisionBenefits.EnvolveHealth.com	N/A	

Provider Services Call Center



First line of communication

Arkansas Total Care Provider Services Call Center

► 1-866-282-6280 (TTY: 711)

Provider Service Representatives can assist with questions regarding:

► Eligibility

► Negative balance reports

Authorizations

► Appeals

▶ Claims

► Check Re-issue

► Payment inquiries

► Secure Provider Portal password reset

Representatives are available Monday through Friday from 8 a.m. to 5 p.m. CT

Provider Inquiries

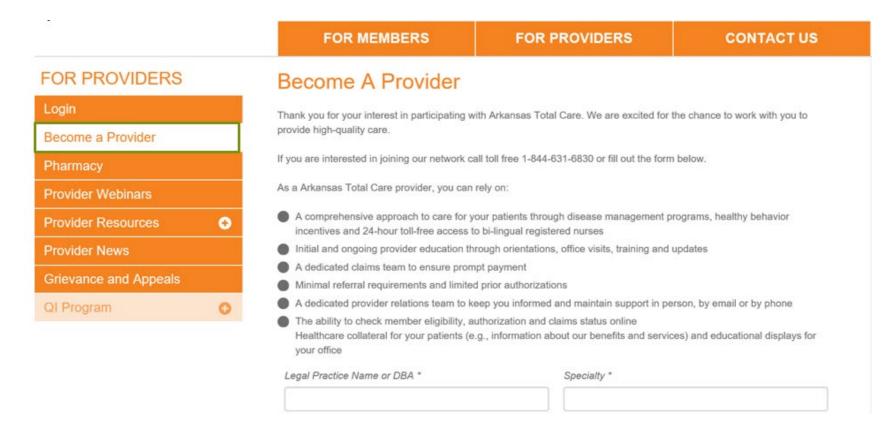


- ▶ After speaking with a Provider Service Representative, you will receive a reference number, which will be used to track the status of your inquiry.
- ▶ If you need to contact your assigned Provider Relations Representative, you must have the following when submitting an email inquiry:
 - Reference number assigned by the Provider Services Center
 - Provider's Name
 - Tax ID
 - National Provider Identifier (NPI)
 - Summary of the issue
 - Claim numbers (if applicable)
- ► <u>Providers@ArkansasTotalCare.com</u>

Provider Contracting



To join our network, select "Become A Provider" from the "For Providers" tab on our website. You must currently be a participating Arkansas Medicaid provider.



Contracting Department





Phone Number: 1-844-631-6830

Hours of Operation: 8 a.m.-4:30 p.m. CT





Provider Contracting Email Address: **ArkansasContracting@centene.com**

Regular contracting inquiries and contract requests

Credentialing





Phone: 1-844-263-2437



Fax: **1-844-357-7890**



Provider Credentialing Email:

ArkCredentialing@centene.com

Join Our Email List Today



Receive current updates:

Arkansas Total Care:

► <u>ArkansasTotalCare.com/providers.html</u>

For Providers

The best support is close to home. That's why Arkansas Total Care operates from your neighborhood. We partner with local services and providers. Our team brings over 20 years of healthcare experience. We look forward to continuing that dedication.

Every individual should live with respect and dignity. We will help our members to maximize their independence. We will also help and maintain members quality of life in their chosen setting.

If you are interested in joining us as a provider, please visit our <u>Become a Provider</u> page.

Login To Your Account

Access your secure provider information any time.

Login Now

Arkansas Total Care provides the tools and support you need to deliver the best quality of care. Please view our listing on the left that covers forms, guidelines and helpful links.

Interested in getting the latest alerts from Arkansas Total Care? Fill out the form below and we'll add you to our email subscription.

Name *	Position Title *
Email *	
Phone Number *	
Group Name *	
Group NPI	
Tax ID	

Questions?





Please submit any questions by using the **Q&A** feature in **TEAMS**

OR



Send us an email with "Provider Webinar" in the subject line to

Providers@ArkansasTotalCare.com



Thank you for joining us!