

Dear Provider,

You are receiving this letter from our family because your clinic plays an important role in my child's Medicaid healthcare. Medicaid services for high need individuals in the developmentally disabled and behavioral health categories is currently undergoing major changes. We want to make sure that you are aware of these changes and how you can act now to ensure that you can continue to provide services to my child(ren) in 2019.

The Department of Human Services is shifting management and payment services from being an internal process to an external group of providers. These new groups are being called the PASSE.

What is a PASSE?

- The Provider-Led Arkansas Shared Savings Entity (PASSE) is a new model of organized care created by Act 775. Providers have entered into new partnerships with each other and an experienced organization that will perform the administrative functions similar to insurance companies such as claims processing, member enrollment, and grievances and appeals.
- Providers will retain majority ownership (at least 51%) of each PASSE. Under Act 775, the governing body of each PASSE must include several types of providers licensed to practice in Arkansas including a Developmentally Disabled Specialty Provider, a Behavioral Health Specialty Provider, a hospital, a physician and a pharmacist.
- The PASSE is the entity that will be regulated by the Arkansas Insurance Department (AID) as a risk-based provider organization. It will also be accountable to the Department of Human Services (DHS) under federal rules that provide protections for Medicaid beneficiaries. Beginning Jan. 1, 2019, it will pay for all services provided to its members and perform other administrative functions, very similar to an insurance company.

What you need to do

Our family will be greatly impacted with this upcoming change. In order to ensure that our child has access to our current providers, we need our providers to enroll as members in *each* Arkansas PASSE. This will allow our family to choose based on service of the PASSE rather than by which one has our providers. This is extremely important to us. You can help by signing up NOW for each PASSE. If you work within a large medical community, share our family's wishes with your employer so that they can sign up all providers within your medical system.

We do not want to lose you as our healthcare provider!

We appreciate you taking the action of joining all the PASSE systems to ensure that our child continues to have access to the best care possible. Contact information for each PASSE is below. For more information on PASSE in general please visit <https://medicaidsaveslives.com/tag/passe/>

PASSE contact information

Enroll to be a provider in each PASSE using this contact information.

ARKANSAS TOTAL CARE

- AR Health and Wellness Health Plan
- <https://www.arkansastotalcare.com>
- John Ryan
- jryan@centene.com
- P.O. Box 25010 | Little Rock, AR 72221
- 1-866-282-6280

EMPOWER

- Beacon Health Options Inc.
- <http://www.getempowerhealth.com>
- Nicole May
- Nicole.May@beaconhealthoptions.com
- 1401 West Capitol Avenue, Suite 330 | Little Rock, AR 72201
- 1-866-261-1286

SUMMIT (ARKANSAS PROVIDER COALITION)

- Amerigroup Partnership Plan LLC
- <http://www.summitcommunitycare.com>
- Jason Miller
- Jason.miller@summitcommunitycare.com
- 425 W. Capitol Ave. Suite 233 | Little Rock, AR 72203
- 1-844-405-4295

FOREVERCARE

- Gateway Healthplan
- <http://www.forevercare.com>
- Michael McCabe
- mmccabe@forevercarehealthplan.com
- 400 West Capitol Avenue, Suite 1700 | Little Rock, AR 72201
- 1-855-544-8744