

April 30, 2019

Dear (Client Name):

Arkansas Department of Human Services (DHS) records show that you are a member of the PASSE program through Arkansas Medicaid. Based on feedback from clients and providers, updates have been made to the program for open enrollment and transition periods for client care plans.

Open enrollment moved, transition period extended

PASSE open enrollment is being moved to October 1 – 31, 2019, to allow the PASSE provider networks to continue to stabilize and grow so that you can make the best choice for you and your family. The November open enrollment period is canceled.

The PASSEs also will **extend the transition period for client services through September 1, 2019**. This means PASSEs will continue to cover clients' current plans of care, including current authorizations for services. During the coming months, your PASSE care coordinator should meet with you to create a person-centered service plans (PCSP). PASSEs must meet with you before any changes can be made to your PCSP.

I'm having issues with my PASSE and want to change now. What do I do?

All clients can choose to change their PASSE within the first 90 days after they have been assigned to a PASSE. If you were a member of ForeverCare and were re-assigned in February, you still have 30 days to change your PASSE.

DHS also has a process for clients to change outside of open enrollment in the "for cause" process. Examples of for cause reasons for changing your PASSE include:

- A desire for siblings or household members to all be in the same PASSE.
- Your PASSE does not offer access to providers experienced in dealing with your care needs.

To make a for cause request to change your PASSE, please call PASSE Beneficiary Support at 1-833-402-0672. Each request will be reviewed by the office of the PASSE ombudsman.

My doctor or provider has not joined the PASSE. What does that mean for me?

All three PASSEs will be allowing providers who have not joined a PASSE network to **receive in-network rates for your care through September 1, 2019**. DHS is encouraging providers to join the PASSE networks to make sure clients get consistent care.

Even if your provider does not join a PASSE network, they can continue to see you and receive the Medicaid rate all Medicaid providers receive by billing your PASSE. Your provider can contact each PASSE to get more information or contact DHS.

I have questions or issues I need help with. Where can I go for help?

If you have more questions or have issues you need addressed, there are resources to help.

1. Reach out to your care coordinator. Your care coordinator should be meeting with you monthly, and they should be your first resource for information and assistance.
2. If your care coordinator can't answer your question or resolve the issue, contact your PASSE Member Support Lines listed below.
 - Arkansas Total Care: 1-866-282-6280
 - Empower Healthcare Solutions: 1-866-261-1286
 - Summit Community Care: 1-844-405-4295
3. If there is an issue or question that your PASSE cannot address or hasn't resolved, call the DHS Ombudsman Office at 1-844-843-7351.

We hope that this information has answered your questions and helped you find the resources you need. If you want more information on the PASSE program, please visit passe.arkansas.gov.

Sincerely,

Paula Stone

Deputy Director, DHS Division of Medical Services