



DHS has heard your concerns, and we're taking action.

WE
HEAR
YOU!

Important PASSE program updates you need to know:

- **Open Enrollment** for 2019 will now be **October 1-31** only. This gives the PASSE networks time to grow so members know which PASSEs have signed with their preferred providers.
 - Between now and Open Enrollment, members can ask to change PASSEs “for cause” by calling **PASSE Beneficiary Support at 1-833-402-0672**.
- All PASSEs will extend the **transition period** to **September 1, 2019**.
 - This means your PASSE will continue to honor your plan of care as it is now, including continuing current authorizations.
 - During the coming months your care coordinator must meet with you to create your person-centered service plan. No changes can be made to your services until this happens.
- The PASSEs will pay all Arkansas Medicaid providers at an **“in-network rate”** through **September 1, 2019**, even if a provider is not in the PASSE’s network.