Top 10 Frequently Asked PASSE Questions

On March 1, 2019, the Provider-led Arkansas Shared Savings Entity (PASSE) groups became responsible for paying providers and connecting their clients with the services their clients need. These are the top ten most common questions with answers that beneficiaries are asking right now.

Why was I assigned to a PASSE?

Individuals’ services are now managed and reimbursed by the PASSEs if they are on the Developmental Disabilities Waiver or Wait list and receiving Medicaid State Plan services; if they live in a private DD Intermediate Care Facility; and Medicaid clients who have a Behavioral Health diagnosis and have received an Independent Assessment that determines they need services in addition to counseling and medication management. If you want to know more about your specific case and why you were assigned to a PASSE, you can call PASSE Beneficiary Support at 1-833-402-0672.

How do I know which PASSE I’m enrolled in?

When you were enrolled in your PASSE, you should have received a letter explaining what PASSE you are in. You also should be getting calls from your PASSE care coordinator. If you have not received a letter or contact from your PASSE, please call the PASSE Beneficiary Support at 1-833-402-0672 to find out which PASSE you are enrolled in and to give them your updated contact information.

Where can I get my PASSE ID card?

If you are a member enrolled in a PASSE, you should have received a PASSE identification card. Once you receive it, you should show it to all your providers. If you have not gotten your card, you can ask for a card by calling your PASSE:

- Arkansas Total Care  
  www.arkansastotalcare.com  
  1-866-282-6280
- Empower Healthcare Solutions  
  www.getempowerhealth.com  
  1-866-261-1286
- Summit Community Care  
  www.summitcommunitycare.com  
  1-844-405-4295

You can go on your PASSE’s website to get a temporary card to print immediately; you can also request a permanent card to be mailed to you. If you have not received an ID card, please call your PASSE to make sure they have your correct address on file.
How do I know if my provider is in a PASSE?

To find out if your provider is in your PASSE’s network, check your PASSE’s “Provider Directory” on the PASSE’s website or call and ask them. Remember, PASSE networks will continue to grow as new providers sign contracts.

- Arkansas Total Care  
  www.arkansastotalcare.com  
  1-866-282-6280
- Empower Healthcare Solutions  
  www.getempowerhealth.com  
  1-866-261-1286
- Summit Community Care  
  www.summitcommunitycare.com  
  1-844-405-4295

If my provider is not in my PASSE’s network, do I have health coverage?

Yes, if you are a member assigned to a PASSE, you do have health coverage.

The PASSEs will continue to cover clients’ current plans of care, including current authorizations for services through September 1, 2019. 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.

Through September 1, even if your provider is not the PASSE’s provider directory, your provider can still be paid for the services they provide covered in your PCSP.

A Medicaid-enrolled provider cannot ask for payment for services from any Medicaid beneficiary, including PASSE members. If your provider has asked you to pay, please call 1-844-843-7351.

I’m having issues with my Care Coordinator. What do I do?

If your Care Coordinator is not calling you once per month, if he or she is not answering your questions well, or if you’re having trouble communicating with your Care Coordinator, you can contact your PASSE’s Care Coordinator Supervisor:

Arkansas Total Care | Lauren Grounds: Lauren.H.Grounds@ArkansasTotalCare.com

Empower | Jamie Ables: Jamie.Ables@beaconhealthoptions.com

Summit | Jessica Anderson Jessica.Anderson@summitcommunitycare.com

If you have tried calling the PASSE’s Care Coordinator Supervisor and your issue was not resolved, you can call the PASSE Ombudsman Office at 1-844-843-7351.
How can I switch to a different PASSE?

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 have until May 31 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.

If you want 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.

PASSE open enrollment is October 1 – 31, 2019. This is your yearly opportunity to switch to the PASSE of your choice that is best for you and your family. If you like your PASSE, you don’t have to switch.

What if my doctor visit or pharmacy claim gets denied?

If your provider says it can’t fill your prescription or Medicaid says your services are not covered, you can tell your provider to call the DHS PASSE Provider line or your PASSE’s Provider helpline:

- DHS PASSE Provider line: 1-888-889-6451
- Arkansas Total Care Provider helpline: 1-866-282-6280
- also known as ATC INC
- Empower’s Healthcare Solutions’ Provider helpline: 1-855-429-1028
- Summit Community Care’s Provider helpline: 1-844-462-0022
- also known as APC PASSE LLC

Providers can get resources on important numbers to call, how to use the provider portal, and upcoming billing training opportunities here: https://humanservices.arkansas.gov/about-dhs/dms/passe-provider-info/passe-resources-for-providers

Are Arkansas Children’s Hospital and UAMS in-network members of a PASSE?

Yes. As of April 30th, 2019, all three PASSEs have signed agreements with Arkansas Children’s Hospital and UAMS to join the PASSE’s networks as providers.
I still have questions. Where can I go for help?

If you have questions or issues you want addressed, there are resources available to help you.

1. If you want to know more about your PASSE or the services it can provide, 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 your PASSE cannot address or hasn’t resolved, or if they are not covering the services you need, call the DHS Ombudsman Office at 1-844-843-7351 or email PASSEOmbudsmanOffice@dhs.arkansas.gov.

We hope these answers help you find the resources you need. If you want more information on the PASSE program, please visit passe.arkansas.gov.