

PASSE Program: Reassignment of Clients

The Provider-led Arkansas Shared Savings Entity (PASSE) is a model of organized care created to manage the services of individuals with significant developmental disabilities or behavioral health needs.

Arkansas Total Care, Empower Healthcare Solutions, and Summit Community Care have chosen to progress to Phase II while ForeverCare Health Plan has notified DHS that the organization has made a business decision not to move into Phase II. As a result, its clients will be reassigned.

What will happen to ForeverCare's clients?

Four PASSEs have been providing care coordination for clients since early 2018. ForeverCare will continue to provide care coordination and assist in transitioning their members to the members' newly assigned PASSE through February 28. On March 1, the three remaining PASSEs will begin receiving monthly payments from DHS to manage the complete healthcare of their clients. Clients will be reassigned to their new PASSEs by the second week in February, effective March 1, 2019.

How many people will be reassigned?

ForeverCare had been assigned approximately 7,600 members. Those people will be given a new PASSE to manage their care.

How and when will ForeverCare's clients be reassigned?

ForeverCare's clients will be reassigned proportionally ("round-robin style"). Clients will receive a letter about the second week of February telling them what their new PASSE assignment is. Care coordinators with ForeverCare will also assist in the transition. After clients receive their letters, they can expect to be mailed a welcome packet and an identification card from their new PASSE, and to get a phone call from their new care coordinator.

After clients receive their assignment letters, they will be given a 90-day period in which they can choose a new PASSE, if they wish. Choice Counselors will be available to answer questions about the PASSEs and help members switch. Clients can call 1 (833) 402-0672 for choice counseling or information about the PASSEs.

Why can't clients choose their new PASSE?

The rules of the program require that DHS follow a procedure to reassign ForeverCare's clients evenly among the three remaining PASSEs. Then clients will have the choice to switch to a different PASSE if they wish.

Where can I find more information about these changes?

For more information on the PASSE program, visit www.passe.arkansas.gov. Those who need help may contact choice counselors at 1 (833) 402-0672.