PASSE Client Questions Answered

How can I find out what PASSE I have?
Each PASSE must mail each newly enrolled member a welcome packet that contains a member identification (ID) card. You should have gotten that welcome packet from your PASSE soon after you were assigned. If you have not gotten your packet or you are still unsure which PASSE you or your child has been assigned to, please call PASSE Beneficiary Support at 1-833-402-0672.

UAMS was unable to confirm PASSE coverage for our son. How is this addressed?
Medicaid providers can log into the DXC Provider Portal to verify your Medicaid eligibility and to find out which PASSE you have been assigned to. Your PASSE member ID card also has a toll-free number for providers if they need help with PASSE eligibility verification.

Providers also can find more information on the Arkansas Department of Human Services (DHS) PASSE web page: humanservices.arkansas.gov/images/uploads/dms/PASSE-provider-assistance.pdf

What is a care coordinator responsible for?
Care coordinators have several responsibilities. They work with your providers, with you as a PASSE member, and your family to create Person-Centered Service Plan. Your care coordinator should check in with you once a month and meet with you in person every three months to see how things are going and whether your care plan needs to be changed.

What should I tell my care coordinator and when?
• Your care coordinator will visit you regularly to ask questions about your needs. During those visits, you can ask any questions you may have about your PASSE or services you are getting and talk to your care coordinator about your needs and goals.
• If you want to get a new service, visit your provider first to find out if it’s needed, and let your care coordinator know.
• In an emergency, you do not need to contact your care coordinator before you go to the hospital. You can contact your care coordinator after the emergency is resolved. Most care coordinators will be notified by providers or other means, but you can still let your PASSE know, in case new health issues or health needs have been identified.
• You also don’t need to contact your care coordinator if you have a minor illness like a cold or stomach virus. You can visit your primary care physician (PCP) for those health issues without contacting your care coordinator or PASSE first.
PASSE Client Questions Answered

What should I do if I can’t contact my care coordinator?

- **Arkansas Total Care**: You can call the main member services line at 1-866-282-6280 which is open 9 a.m. to 5 p.m. After business hours, you will be redirected to a nurse help line.
- **Summit**: You can call the member services line at 1-844-405-4295, which is available 24/7, and the nurse’s advice line.
- **Empower**: You can call the member services line at 1-866-261-1286, which is open 24/7, or send an email to either empower@empowerhcs.com or Care.Coordination@empowerhcs.com.

What should I do if I get a bill from my PASSE or a provider?

If you are on Medicaid, you should not get a bill for a Medicaid-covered service. If you get a bill, you can call your care coordinator, your PASSE’s member services helpline, or the provider who sent you the bill. You can also call the DHS PASSE Ombudsman office at 1-844-843-7351 if you are not getting help.

How would I know if my services have been approved?

- **Arkansas Total Care (ATC)**: You and your provider will get notices if your service is approved or denied. You will also be able to see that information on the ATC portal which you can find at: https://www.arkansastotalcare.com/providers.html.
- **Summit**: If services are approved, your providers will be notified, and they should be communicating that to you. If there is a denial, a notice will be sent to you and your provider.
- **Empower**: You and your provider will both be notified of any service approvals or denials.

What if my provider is not in my PASSE’s network after September 1, 2019?

- **Arkansas Total Care (ATC)**: If your provider is not in the ATC network after September 1, your provider will be required to get an authorization for all services including out-of-network PCP visits. You will not need a prior authorization for in-network PCP visits. Providers can start that process by visiting the ATC website: arkansastotalcare.com/providers/resources/pre-auth.html.
- **Summit**: If your provider is not in the Summit network on September 1, your provider will be required to get an authorization for all services including out-of-network PCP visits. You will not need a prior authorization for in-network PCP visits. Providers can visit the Summit website to get the process started: provider.summitcommunitycare.com/arkansas-provider/prior-authorization
- **Empower**: All providers in network or out of network will be treated as in network until January 1, 2020. As of September 1, all providers will need to request prior authorizations for services that require them. Providers who need help with prior authorizations can visit the Empower website: getempowerhealth.com/providers/provider-forms-and-resources/
PASSE Client Questions Answered

Who is responsible for getting prior authorizations for services?
It is your provider’s responsibility to submit the prior authorizations to your PASSE.

What should I do if I do not have a person-centered service plan?
You should already have a Person-Centered Service Plan (PCSP). If you do not have a PCSP, you need to contact your PASSE, and set up a meeting with your care coordinator. You can also contact the DHS PASSE Ombudsman Office at 1-844-843-7351 to let them know about your situation.

If my provider has chosen not to be in my PASSE’s network, what should I do?
Contact your care coordinator, and your care coordinator will help you choose a provider that is in the PASSE network to get an appointment scheduled. You can also go to your PASSE’s website, and search for providers there.

When is open enrollment?
Open enrollment is October 1 through October 31, 2019. If you want to switch PASSEs, you can call the PASSE Beneficiary Support line at 1-833-402-0672 and ask to change once during the open enrollment period. If you change PASSEs, the change will not go into effect until December 1, 2019. If you do not want to switch, you do not have to do anything.

You can also change PASSEs outside of open enrollment “for cause.” 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
- Your PASSE does not cover a service you need due to moral or religious reasons
- Your PASSE provides poor quality of care
- Your PASSE does not provide access to needed services

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.

Do I have to get an independent re-assessment (IA)?
If your first assessment was a behavioral health IA and you are not on the DDS CES waiver wait list or in an Intermediate Care Facility, you need to get an assessment every year. Those on the DDS CES waiver and wait list need to get an IA once every three years.
PASSE Client Questions Answered

My child was reassessed from a tier 3 to a tier 2. Will this affect his coverage?
A change in tier level should not change your child’s coverage. If you see a change in your coverage, contact your care coordinator. The goal of the PASSE program is to provide clients with the services they need to maintain and improve their health and quality of life.

Who should I call if I have any more questions?
If you have questions about services covered by your PASSE, providers that are in network, your plan of care, or to contact your care coordinator, you can call your PASSE!

- Arkansas Total Care: 1-866-282-6280
- Empower: 1-866-261-1286
- Summit: 1-844-405-4295

You can also find information on the PASSE websites and at DHS's PASSE web page.

- Arkansas Total Care: www.arkansastotalcare.com/members.html
- Empower Health: www.getempowerhealth.com/members
- Summit: www.summitcommunitycare.com/arkansas-passe/benefits/member-materials.html
- DHS: humanservices.arkansas.gov/about-dhs/dms/passe

If you need information about the PASSEs call PASSE Beneficiary Support at 1-833-402-0672.

If you called your PASSE and still have concerns or need help, call the PASSE Ombudsman Office at 1-844-843-7351.