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MEMORANDUM (DMS-16)

To: Physicians and Durable Medical Equipment Providers

From: Division of Medical Services (DMS)

Date: March 30, 2020

Re: Evaluation Requirements during the COVID-19 Public Health Emergency

The Governor of Arkansas declared a public health emergency on March 12, 2020, due to the Coronavirus (COVID-19) outbreak in Arkansas. In response to this declaration, guidance issued by CMS to implement more telemedicine practices, and the need for social distancing, DMS is suspending the rule for face-to-face evaluation requirements for certain DME, prosthetics, and orthotics. Specifically, Section 242.191 of the Medicaid Provider Manual for Prosthetics.

This suspension will allow telemedicine visits to be used to meet the requirement of a face-to-face physician evaluation for applicable DME, prosthetics, and orthotics. The physician must still document all required aspects of the examination; therefore, both audio and video technology must be used to complete the examination.

Beginning March 24, 2020, the rule will be suspended until the end date of the Governor's Executive Order, including any extensions.

To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits of telemedicine services provided during the COVID-19 public health emergency. Please keep all records of services as required by Medicaid billing rules.