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MEMORANDUM (DMS-22)

To: Medicaid Providers
From: Division of Medical Services (DMS)
Date: March 30, 2020
Re: Therapeutic Communities Direct Service Requirements

Amended on May 19, 2020

This guidance ends at the expiration of the public health emergency as declared by the Governor of Arkansas.

In response to the COVID-19 outbreak in Arkansas and the state and nationwide shortages of rescue

The Governor declared a public health emergency due to the Coronavirus (COVID-19) outbreak in Arkansas. In response to this declaration and the need for social distancing, DMS is suspending the rule related to Therapeutic Communities level of direct service requirements contained in the Therapeutic Communities Certification Manual.

Beginning March 20, 2020, the rule will be suspended until the end date of the Governor's Executive Order.

The rule to be suspended is located in the Therapeutic Community Certification Manual, Sections 113, 114, 115, 116, 118, 119, and 120.

DPSQA and DMS recommends that Therapeutic Communities offer as many direct service hours to beneficiaries as possible in response to COVID-19 staffing issues. It is recommended that professional counseling services be reduced from ten (10) hours per week to three (3) encounters per week, physician services be reduced from two (2) encounters per month to one (1) encounter per month, and QBHP intervention services be reduced from forty-two (42) hours per week to eighteen (18) hours per week.

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 these services during this time. Please keep all records of services as required by Medicaid billing rules.