

Dear Medicaid Provider:

This is a follow-up message to a communication sent on December 22, 2023, regarding the inactivation of the MMIS audit that was denying claims for Attendant Care before Personal Care hours were exhausted. Please be aware of the following information related to Electronic Visit Verification (EVV).

RE: Inactivation of the MMIS Audit

As a result of the inactivated audit effective December 29, 2023, there were many claims impacted in recent cycles. The claims posted as paid, but the paid amount unexpectedly was \$0.00.

Gainwell is working quickly to resolve this issue with the weekly reference release on January 4, 2024. Once the change is implemented, Gainwell will be able to reprocess and adjudicate the impacted claims.

The policy has not changed - Attendant Care services cannot be billed until 256 units of Personal Care have been paid in the same calendar month.

If you have additional questions or concerns regarding the above, please contact evarkansas@dhs.arkansas.gov.

Thank you.