

Dear Medicaid Provider—

Please read the information below in full, as it conveys a change to the Prior Authorization (PA) exception codes in the AuthentiCare system.

Effective Wednesday, June 1, 2022, after 7:00pm (CT), the A2 and A3 exceptions in AuthentiCare will be turned off.

- A2: Authorization exhausted on the current claim
- A3: Authorization exhausted on a previous claim

Because Prior Authorizations now span a 6-month period (instead of 1 month), the exceptions listed above are no longer meaningful. **It is imperative that you as a provider track the units used for approved services for each of your clients within your own systems and/or by your own means.**

Although the Authorizations Report in AuthentiCare will continue to display the units applied to each authorization per the AuthentiCare calculation, this calculation may be inaccurate as part of a known issue that is being tracked by the project team. Thus, using your own method of tracking is the recommended way of accurately accounting for available and exhausted Prior Authorization units.

As always, please remember that the MMIS continues to be the source of truth for all client, worker, and provider data, including eligibility and authorizations.

If you have questions, concerns or need assistance, please contact evarkansas@dhs.arkansas.gov, or 1-833-916-1093 (Monday through Friday, 8:00 am to 4:30 pm CST).

Thank you!