

**Telemedicine Exemptions for Triage, Treat and Transport Services**  
**Zoom Public Hearing (03/25/2026 @ 10:30 a.m.)**

**Mac Golden:** Good morning, everyone, I'm Mac Golden with the Office of Policy and Rules. I welcome you to a public hearing regarding Telemedicine Exemptions for Triage, Treat and Transport Services. I'll be announcing the notice of rulemaking and then I will open the floor for public comments. If you would like to make a comment on the record, please use the raise hand feature and you'll be recognized. DHS responses to public comments will appear on the DHS Proposed Rule website after the comment period ends. I will now read the notice.

Notice of rulemaking. The Department of Human Services announces for a public comment period of thirty calendar days a notice of rulemaking for the following proposed rule under one or more of the following chapters, subchapters, or sections of the Arkansas Code: §§20-76-201, 20-77-107, and 25-10-129. The projected effective date of the rule is June 1, 2026, if approved. There is no fiscal impact.

The Division of Medical Services implements Act 856 of 2025 by amending the Arkansas Medicaid Transportation Manual. An ambulance service may adopt an exception to coordinating care of a patient through telemedicine consultation if the medical director of the service provider has approved one or more protocols developed by the Emergency Medical Services Advisory Council.

The proposed rule is available for review at the Department of Human Services , Office of Policy and Rules, 2nd floor Donaghey Plaza South Building, 7th and Main Streets, P. O. Box 1437, Slot S295, Little Rock, Arkansas 72203-1437. You may also access and download the proposed rule at [ar.gov/dhs-proposed-rules](https://ar.gov/dhs-proposed-rules). Public comments can be submitted in writing at the above address or at the following email address: [ORP@dhs.arkansas.gov](mailto:ORP@dhs.arkansas.gov). All public comments must be received by DHS no later than April 12, 2026. Please note that public comments submitted in response to this notice are considered public documents. A public comment, including the commenter's name and any personal information contained within the public comment, will be made publicly available and may be seen by various people.

A public hearing will be held online by remote access. Public comments may be submitted at the hearing.

If you need this material in a different format, such as large print, contact the Office of Policy and Rules at 501-320-6428. The Arkansas Department of Human Services is in compliance with Titles VI and VII of the Civil Rights Act and is operated, managed and delivers services without regard to religion, disability, political affiliation, veteran status,

age, race, color or national origin. Signed Elizabeth Pitman, Director of the Division of Medical Services.

Please let the record reflect there are four attendees for today's public hearing, if any attendee would like to make a public comment at this time, please use the raise hand feature. I will pause momentarily to give you an opportunity to do so.

It does not appear that any attendee wishes to make a public comment today. Thank you for attending this public hearing and we will go off the record.