



arkansas
total care

Provider Town Hall

Agenda

- Introduction
- Contracting
- Provider Services



OUR PURPOSE

Helping Arkansas Live Better

CORPORATE PHILOSOPHY

Transforming the health of the community one person at a time

OUR MISSION

Better health outcomes at lower costs

OUR BRAND PILLARS

Focus on individuals + Active Local Involvement + Whole Health

OUR BELIEFS

- We believe in treating the whole person, not just the physical body.
- We believe treating people with kindness, respect and dignity empowers healthy decisions.
- We believe we have a responsibility to remove barriers and make it simple to get well, stay well and be well.
- We believe local partnerships enables meaningful, accessible healthcare.
- We believe healthier individuals create more vibrant families and communities.

About Arkansas Total Care



Arkansas Total Care is a newly-formed partnership between Arkansas Health and, Mercy Health & Lifeshare, Inc.

Mercy Health – Mercy operates 7 acute care, specialty care and critical access hospitals in Arkansas, as well as neighboring states including Kansas, Missouri and Oklahoma. Mercy provides primary and physical health services as well as behavioral health and pharmacy services.

LifeShare – A licensed IDD and community-based provider in Arkansas, supporting people with Intellectual and Developmental Disabilities and other people with complex needs. For more than 20 years, LifeShare has created person-centered, empowering programs and now works with other providers in managed care settings to collaboratively build programs that empower the lives of the people we collectively support.

Arkansas Health & Wellness - Arkansas Health & Wellness currently offers both Ambetter (a health insurance marketplace plan) and Allwell (a Medicare Advantage plan) locally, in Arkansas. Arkansas Health & Wellness has a history of providing products and services for under/uninsured populations, employers and the self-employed groups. Through its corporate parent Centene, Arkansas Health & Wellness also has over 30 years of experience supporting the community and those covered by Medicaid including people with IDD and Behavioral Health needs.



PASSE Model Implementation



- There are two phases for Arkansas Medicaid’s implementation of this new model

	Phase I – 2018		Phase II - 2019
	Arkansas Total Care	AR Medicaid	Arkansas Total Care
Care Coordination Services	X		X
Benefits & Eligibility		X	X
Claims Processing		X	X
Prior Authorization		X	X
Utilization Management		X	X
Case Management		X	X
Network Contracting	X		X
Provider Network		X	X

Contracting

Provider Contracting

Novasys Health – a wholly-owned subsidiary of our parent company, Centene Corporation, holds contracts with over 12,000 service providers across Arkansas and surrounding cities to include:

- Primary Care
- Specialty Care
- Behavioral Health Services
- Ancillary Services
- Facility Services
- Pharmacy
- Vision



Our network consist of the following:

– **Behavioral Health Services**

- Hospitals
- Outpatient facilities
- Practitioners

– **Medical Providers**

- Hospitals
- Outpatient facilities
- Practitioners

– **Pharmacy**

- Retail
- Specialty
- Mail

– **National Vendor Contracts**

- Mail order
- Offsite
 - DME
 - Lab services
 - Other Supplies

– **Medicaid Providers**

- DD Providers
- Other Non-Medical
- Medicaid Only Providers

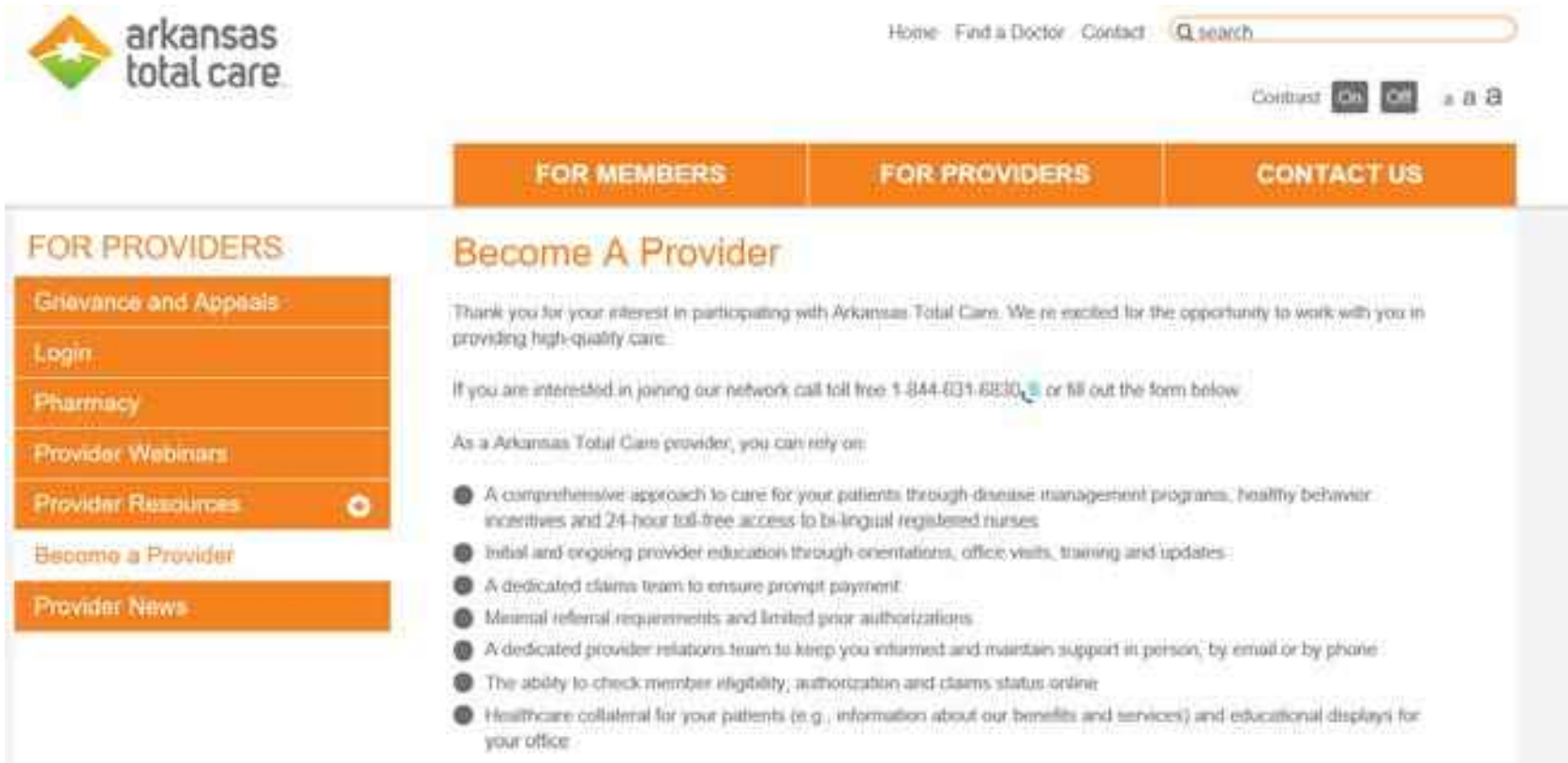
Currently contracted providers were deemed into the network in late 2018.

Medicaid providers not currently contracted will require a new contract with a specific addendum for the PASSE



Provider Contracting

- To join our network select 'Become A Provider' from the 'For Providers' tab on our website. You must currently be a participating Arkansas Medicaid provider.



The screenshot shows the Arkansas Total Care website interface. At the top left is the logo. Navigation links include Home, Find a Doctor, Contact, and a search bar. Utility links for Contrast, On, On, and accessibility icons are on the right. A main navigation bar has three tabs: FOR MEMBERS, FOR PROVIDERS (selected), and CONTACT US. The 'FOR PROVIDERS' section is active, displaying a sidebar with links: Grievance and Appeals, Login, Pharmacy, Provider Webinars, Provider Resources (highlighted with a magnifying glass icon), Become a Provider, and Provider News. The main content area is titled 'Become A Provider' and contains the following text and list:

Thank you for your interest in participating with Arkansas Total Care. We're excited for the opportunity to work with you in providing high-quality care.

If you are interested in joining our network call toll free 1-844-631-6230 or fill out the form below.

As a Arkansas Total Care provider, you can rely on:

- A comprehensive approach to care for your patients through disease management programs, healthy behavior incentives and 24-hour toll-free access to bi-lingual registered nurses
- Initial and ongoing provider education through orientations, office visits, training and updates
- A dedicated claims team to ensure prompt payment
- Minimal referral requirements and limited prior authorizations
- A dedicated provider relations team to keep you informed and maintain support in person, by email or by phone
- The ability to check member eligibility, authorization and claims status online
- Healthcare collateral for your patients (e.g., information about our benefits and services) and educational displays for your office

Provider Contracting

Arkansas Total Care Contracting

Phone Number: 1-844-631-6830

Hours of Operation: 8am-4:30pm



Provider Contracting Email Address:

ArkansasContracting@centene.com

Regular contracting inquiries and contract requests

Provider Services

Arkansas Total Care

Provider Services

Phone: 1-866-282-6280

Website: arkansastotalcare.com

Email inquiries to:

Providers@ArkansasTotalCare.com

Online Resources

Provider Webinar Sign Up



Home Find a Doctor Contact

Contrast On Off

FOR MEMBERS

FOR PROVIDERS

CONTACT US

FOR PROVIDERS

Grievance and Appeals

Login

Pharmacy

Provider Webinars

Provider Resources

Become a Provider

Provider News

Provider Webinars

This Provider Webinar Series is designed to offer Arkansas Total Care providers and their office staff the opportunity to learn from subject matter experts and ask questions about current topics and best practices. Registration is free and each webinar will be approximately one hour in length.

2019 Provider Webinar

When: March 6th, 2019 at 10 AM and 3 PM (CST)

Where: Online session

Summary: Coming soon.

10AM Webinar

Join by Telephone

Dial: US: +1 848 558 8858

Meeting ID: TBD

Join Video Conference

3PM Webinar

Join by Telephone

Dial: US: +1 848 558 8858

Meeting ID: TBD

Join Video Conference

Online Resources

Provider Resources

- 2019 Provider Manual—Coming Soon
- Quick Reference Guide
- Pre-Auth Needed? Tool
- And many more resources!!!

Provider Resources

Arkansas Total Care provides the tools and support you need to deliver the best quality of care.

Reference Materials

- [Provider Newsletter - Winter 2018 \(PDF\)](#)
- Provider Newsletter - Q1 2019 (PDF) - Coming soon
- 2019 Provider Manual (PDF) - Coming soon
- [Quick Reference Guide \(PDF\)](#)
- Payspan (PDF) - Coming soon
- Secure Portal (PDF) - Coming soon
- Provider Education Member ID Card (PDF) - Coming soon
- Prior Authorization Guide (PDF) - Coming soon

Medical Management

- [Pre-Auth Needed?](#)
- Prior Authorization Guide (PDF) - Coming soon
- Inpatient Prior Authorization Fax Form (PDF) - Coming soon
- Outpatient Prior Authorization Fax Form (PDF) - Coming soon
- [Grievance, Appeal, Concern or Recommendation Form \(PDF\)](#)

Online Resources

Provider Resources (cont.)

- Pre-Auth Needed? Tool—Check to see if a service needs a Prior Authorization

Pre-Auth Check

Use the tool to see if a pre-authorization is needed. It's quick and easy. If an authorization is needed, you can access the tool to submit online. For the best experience, please use the Pre-Auth tool in Chrome, Firefox, or Internet Explorer 10 and above.

DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Needed tool. However, this does NOT guarantee payment. Payment of claims is dependent on applicable contract terms, provider contracts, current coding and billing practices. For specific details, please refer to the provider manual. If you are a member, the great authorization tool is available. Please submit a request for an account manager.

Some Services need to be verified by Emergency Waiver.
 Some Services are provided through Delta Dental or MCNA. Please verify.
 Complex Imaging, MRI, MRA, PET, and CT scans need to be verified by MR.

The participating provider must submit Prior Authorization for all services.
 For non-participating providers, See Out Network.

Would this be Emergency or Urgent Care, Divulsi or are these family planning services billed with a contraceptive management diagnosis?

Yes No

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	<input type="checkbox"/>	<input type="checkbox"/>
Are ambulatory services being rendered for pain management?	<input type="checkbox"/>	<input type="checkbox"/>
Are well-surgeon services being rendered in the office?	<input type="checkbox"/>	<input type="checkbox"/>
Are obstetrical services being rendered?	<input type="checkbox"/>	<input type="checkbox"/>
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	<input type="checkbox"/>	<input type="checkbox"/>
Are higher network levels being provided?	<input type="checkbox"/>	<input type="checkbox"/>

Enter the code of the service you would like to check:



99213 - OFFICE/OUTPATIENT VISIT EST

Prior authorization required for non-participating providers only.

To submit a prior authorization [Login Here](#)

Online Resources

Secure Provider Portal:

- Verify member eligibility
- Submit and view status for claims and authorizations
- View detailed patient list



The screenshot shows the Arkansas Total Care Provider Portal homepage. At the top, there is a navigation bar with the Arkansas Total Care logo, a search bar, and a "LOGOUT ACCOUNT" button. Below the navigation bar, a large blue banner reads "The Tools You Need Now!" with the subtext "Our site has been designed to help you get your job done." To the right of the banner is a "Login" form with fields for "User Name (Email)" and "Password", a "Login" button, and a link for "Forgot Username/ID/URL/Account". Below the banner, there are three main service areas: "Check Eligibility" (with a thumbs up icon), "Authorize Services" (with a checkmark icon), and "Manage Claims" (with a dollar sign icon). To the right of these areas, there is a section titled "Need To Create An Account?" with a "Create An Account" button and a "How to Register" section with a "Provider Registration Video" button and a "Provider Registration PDF" button.

Secure Provider Portal



The screenshot shows the Arkansas Total Care Secure Provider Portal dashboard. At the top, there is a navigation bar with the Arkansas Total Care logo on the left and several utility icons (Eligibility, Patients, Authorizations, Claims, Messaging) on the right, along with a user profile for John Smith. Below the navigation bar is a search area labeled "Viewing Dashboard For:" with two dropdown menus and a green "GO" button. The main content area is divided into several sections: "Quick Eligibility Check" with input fields for "Member ID Only" (containing "03456789 or Smith") and "Birthdate" (containing "mm/dd/yyyy"), and a green "Check Eligibility" button; "Recent Claims" with a yellow banner stating "No Data Found"; a "Welcome" sidebar containing a list of links: "Add a TIN to My ACCOUNT", "Manage Accounts", "Reports", "Patient Analytics", and "Provider Analytics"; "Recent Activity" with columns for "Date" and "Activity"; and "Go Paperless" with a text block about electronic settlement and a green "Pay/Claim File" button.

Secure Provider Portal (cont.)



Eligibility Patients Authorizations Claims Messaging John Smith ▾

Secure Provider Portal (cont.)

Eligibility

Eligibility Check

Date of Service	<input type="text" value="01/08/2019"/>	Member ID Only	<input type="text" value="123456789 or Smith"/>	DOB	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Check Eligibility"/>	<input type="button" value="Print"/>
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ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS
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[Instruction Manual \(PDF\)](#) [Terms and Conditions](#) [Privacy Policy](#) Copyright © 2019, Centene Corporation

Authorization Process

Submit Prior Authorization

If a service requires authorization, submit via one of the following ways:



SECURE WEB PORTAL

Provider.ArkansasTotalCare.com

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned phone, fax, or web.



PHONE

1-866-282-6280
(TDD/TTY: 711)




FAX

1-833-249-2342

Secure Provider Portal (cont.)

Authorizations



Smart Sheets **Create Authorization**

Authorizations Processed Errors Disclaimer Filter

Secure Provider Portal (cont.)

Claims

Upload EDI Create Claim

Claims
Individual
Saved
Submitted
Batch
Payment History
My Downloads
Claims Audit Tool
Filter

Date Range: From to

Member	Last Name	First Name	Member ID
	<input type="text"/>	<input type="text"/>	<input type="text"/>

Claim	Claim #	Status	Ref/Acct Number
	<input type="text"/>	Select ▼	<input type="text"/>

Provider	NPI	Medicaid #
	<input type="text"/>	<input type="text"/>

Go!
Clear

To search, enter one or more of the following search criteria. The Date of Service range you provide is limited to a one-month span. Only the last 24 months of claims data is available online. Claims update every 24 hours.

ID Card--Sample

Your ID Cards



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NAME: <JANE DOE>
MEMBER ID#: XXXXXXXXXXXX

RX: ENVOLVE PHARMACY SOLUTIONS
1-800-460-8988
RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX5476
PHARMACY HELP DESK: 1-855-266-2596

If you have an emergency, call 911 or go to the nearest emergency room (ER).
If you are not sure if you need to go to the ER, call your PCP or Arkansas Total
Care's 24/7 nurse advice line at 1-866-282-6280.



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NAME: <JANE DOE>
MEMBER ID#: XXXXXXXXXXXX

RX: ENVOLVE PHARMACY SOLUTIONS
1-800-460-8988
RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX5476
PHARMACY HELP DESK: 1-855-266-2596

If you have an emergency, call 911 or go to the nearest emergency room (ER).
If you are not sure if you need to go to the ER, call your PCP or Arkansas Total
Care's 24/7 nurse advice line at 1-866-282-6280.

Claims Submission Information

- **Electronic Claim (EDI)**
 - ANSI XS12N 837
 - Payer ID: 68069

- **Paper Claim**
 - CM 1450 (UB-04) for hospitals & facilities
 - CMS 1500 (02-12) for physicians & practitioners
 - PO Box 8020, Farmington, MO 63640

- **Provider Portal**
 - Web Wizards
 - Online data entry
 - Batch upload

Claims Submission Information



- Timely Filing
 - 365 days from date of service
- Please include Provider Medicaid ID on all claims submissions (Provider Medicaid ID is required for Atypical providers but is also preferred for all provider)
- Providers who are non par and haven't historically submitted claims with us in the passed go ahead and send us your W9 so we can get you set up and claims aren't delayed
 - Stop by our table and get a card with our Provider Relations inbox to send us a copy of your W9.

Claims Submission Information

Coming Mid-February 2019

Electronic Funds Transfer

Payspan
A Faster, Easier
Way to Get Paid



Arkansas Total Care offers Payspan, a free solution that helps providers transition into electronic payments and automatic reconciliation.

Claims Submission Information





- If a member has Medicare primary you will initially need to submit those claims to Medicare. Once they have processed you will need to submit your claim to us with a copy of the remittance from Medicare.
- This process will move back only one initial submission to Medicare in the near future. We will communicate to you when this is available.
- We do have a list of codes that are not covered by Medicare so that you can submit those claims directly to us instead of Medicare first.

Web Wizard - HCBS


Viewing Claims For: IlliniCare Health Plan

Claims

Get Started Used only by LTC and ADC Providers. [Service Package II Coding Guide](#) Your Prog 

Claim Type: 

- HCFA 1500
- Home Health: Physical Therapy
- Personal Emergency Response
- Adult Day Service Transportation
- Adult Day Care
- Supportive Living Facilities
- Home Delivered Meals
- Homemaker Services
- Home Health Occupational Therapy
- Home Health Waiver: RN

 **Select a Template to Start**
Our preset templates help speed up the

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Web Wizard

SUNSHINE STATE
Health Plan

Eligibility Patients Authorizations Claims Messaging Kevin Mcweeney

Viewing Claims For: 440605373 Testing Nickname

Upload EDI Create Claim

Claims Individual Saved Submitted Batch **Reoccurring** Payment History My Downloads Claims Audit Tool

Member List

Your Progress

Claim Type: **Adult Day Care** [\(change\)](#)
Location: **Adult Day Care, Inc.** [\(change\)](#)
NPI: 123456789 | Medicaid#: 654321
123 ADC Lane, Tampa, FL 33607


Member ID or Last Name Birthdate Add Member

123456789 or Smith mm/dd/yyyy

* = Required

Select	Member Name	Member ID	Modifier	DOS Start*	DOS End*	Total Charges*	Days/Units*	Action
<input checked="" type="checkbox"/>	DESTINY E SMITH	9419779149	AB	04/01/2013	04/30/2013	500.0	30	X
<input checked="" type="checkbox"/>	BARINA L QUINONES	7460819475	AB	04/01/2013	04/30/2013	500.0	30	X

MMDD/YYYY MMDD/YYYY Update All DOS Create Claims



Provider Reference Guides

Quick Reference Guide

Simplify Office Administrative Tasks



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: ArkansasTotalCare.com

- Patient care forms
- Pre-Auth Needed tool
- Arkansas Total Care News
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal: Provider.ArkansasTotalCare.com

- Verify member eligibility
 - Access patient health records
 - View patient gaps
 - Manage prior authorizations
 - Submit and manage claims
 - And more!
-

Thank you