

DEPARTMENT OF HUMAN SERVICES, DIVISION OF MEDICAL SERVICES

SUBJECT: Outpatient Behavioral Health Counseling Services and Rates

DESCRIPTION:

Statement of Necessity

A study of outpatient behavioral health rates was conducted in 2022 that indicated rates needed to be rebalanced against Medicare. Also, during the COVID-19 public health emergency (PHE), individual counseling rates were raised upon approval by the Centers for Medicare and Medicaid Services. The rule proposed permanently increases the individual rates approved during the PHE, and rebalances rates as recommended in the rate study.

The Medicaid State Plan will be amended effective January 1, 2024, such that individual counseling rates will be calculated at eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas, and group counseling rates will be calculated at one hundred percent (100%) of the 2022 Medicare nonrural rate for the State of Arkansas. The rate changes for Arkansas Medicaid reimbursed behavioral health counseling services were set using a state comparison methodology. The new process used a comparison to the Medicare rate. Thus, individual counseling rates that were below 80% of the Medicare rate were raised to 80% and the group and multi-group family therapy rate that were well above 100% of the Medicare rate were lowered to 100%.

Good quality, easily accessible counseling services utilized for early intervention can prevent beneficiaries' needs for higher cost, longer term home and community-based or institutional services. Medicaid removes the requirement for a primary care provider referral from Behavioral Counseling services. Removal of the referral requirement allows providers to provide needed services much more quickly.

Summary

Counseling Services Provider Manual:

- Typographical and grammatical changes were made throughout the manual.
- Section 202.000: Changes were made to identify certification and enrollment specifications for Independently Licensed Practitioners.
- Section 210.200: Added, "Non-independently licensed clinicians must serve as a rendering provider through a certified agency provider."
- Section 211.300: Updated the DHS website hyperlink.
- Section 217.100: Deleted. PCP referral is no longer required.
- Section 227.000: Deleted. Prescription for Counseling Services no longer required.
- Section 228.132: Specifies review samples will include a sample from each enrolled provider.
- Section 255.000: Deleted. Removed Crisis Stabilization Intervention.

- Section 255.001: Removed PCP referral requirement.
- Section 255.003: Added extension of benefits available for Acute Crisis Unit services.
- Section 256.510: Corrected instructions for completion for fields 17, 17a, 17b.

Section I Provider Manual:

- Section 172.100: Added Outpatient counseling services under PCP referral exemptions for mental health services.

Medicaid State Plan:

- Page 4.19-B, 1rrr: Amend state plan to specify reimbursement methodology for specific outpatient behavioral health services under EPSDT authorized in the state plan.
- Page 4.19-B, 5aa: Amend state plan to specify reimbursement methodology for specific outpatient behavioral health services under Other services authorized in the state plan.
- Page 4.19-B, 5aaa: Reformatted and moves unchanged Acute Crisis Units to a new page under Other services authorized in the state plan for continuity of the plan.

PUBLIC COMMENT: A public hearing was held on this rule on November 1, 2023. The public comment period expired on November 12, 2023. The agency provided the following public comment summary:

Commenter's Name: Heather Maino, LCSW

COMMENT: I am a long time mental health professional in the State of Arkansas and have spent most of my career working in Community Mental Health. I have seen many changes over the last 30 years, and I'm highly concerned about what I'm seeing proposed as rate cuts to Group Counseling services. In my current role, I don't provide group counseling services, but I know enough about our Seriously Mentally Ill population in the State of Arkansas to know that our Rehab Day Programs across the State will be dramatically impacted by such cuts. These programs are a lifeline of support and stability, keeping a large population of our SMI citizens living successfully within the community.

In my own experience, I know that Rehab Day programs rely on group counseling rates to subsidize the whole of their programming because revenue from the "Rehab Day Service" billing is not enough to sustain such efforts. While I know that this is a "Medicaid" decision - not a PASSE decision, I'm concerned that Arkansas PASSE's will treat the Medicaid rate cut as the standard for their own contracting. They often treat the Medicaid rate as the "ceiling" not the "floor" for their own decision making and providers have little room for leveraging alternative rates with them.

If Rehab Day programs become unsustainable and cease operation, the cost of increased hospitalizations, increased emergency room visits, and increased demand of the legal

system to care for mental health needs will rise exponentially. These systems are not equipped or expansive enough within our State to manage that burden.

I'm asking for sincere consideration to protect our SMI consumers. Please do not act hastily without adequate protections in place for them.

RESPONSE: Adult Day Rehabilitation is one of many services that are in place to maintain adults with Serious Mental Illness (SMI) in home and community settings and is a home and community based service (HCBS). These HCBS should be used in conjunction with professional services such as individual counseling and group counseling as interventions to provide appropriate treatment to individuals with SMI. Some of the HCBS can be provided in a group setting. The providers of these services will have continuing discussions with PASSEs to determine the best combination of professional and HCBS.

Commenter's Name: Joel Landreneau, Executive Director, Arkansas Council for Behavior Health

COMMENT: I am Joel Landreneau. I am Executive Director of the Arkansas Council for Behavioral Health and the Council has some comment to make about the rule proposal. First, the Council notes that the stated goal of the rule amendments are to provide good quality, easily accessible counseling services to eliminate or reduce the need for higher cost institutional care, and the Council believes that some of the proposed changes accomplish that, and the Council believes that other changes run a completely counter to that stated goal. For one thing, the PCP referral requirement was never a good idea. So, it is obviously a good idea to get rid of it. The PCP referral was never anything more than a procedural hurdle that acted as a barrier to access to care. We at the Council had asked for the removal of it for adults and were pleased to see that the Department has seemed fit to get rid of it for all behavioral health clients, and we believe that this is a positive change.

The individual and marital and family counseling rates were a concern to us as well. Back in May the Council had the pleasure of hosting an in person meeting with Secretary Putnam, and with Assistant Director Janet Mann and Paula Stone, and they at that time assured the Council that the Department was working on a complete overhaul of Medicaid rates and a search for service gaps. They called it the Medicaid sustainability review process. Our observation at this date, November 1st, 2023, is that that process has only barely begun, if it has begun. And the plan was to have the process completed by the end of the year. The promise there was to look at the service gaps and to plug those gaps with newly designed services to make sure that there was a seamless continuum of care. The Council doesn't believe that has happened. But at the very least, we were gratified to see the temporary disaster SPA rates for individual and marital and family being made permanent. That was a concern. With the NSRP not advancing at the initial pace of change, it was a concern that that might revert back to the old rates, and it is gratifying to see that that is not the case. However, we don't share our enthusiasm for the reduction in the group therapy rates. And here's why. It is true that group therapy rates are out of line

with group therapy rates with Medicare, and the adjustment of it to 100% of Medicare does align it with Medicare. The problem with this approach is that it doesn't take into consideration the role the group therapy plays in our service continuum. It's been our observation that rates tend to get looked at in isolation for that particular service and there's no evidence that I can see that there's been a consideration for the role that the rate plays in the entire service continuum. We are concerned that there are chronically, mentally ill adults who need to be seen multiple times a week who attend day rehab programs for whom this group therapy rate is an integral part. And it's an integral part of making those services economical to provide. Our concern is that there are programs that simply won't continue that programming if this rate cut is put into effect.

Now, I understand that this is just a rate change for the behavioral services manual. This is tier one. The problem though, is that we know that the PASSEs tend to look at the Medicaid rate, not only as the floor, but also as the ceiling. And our concern is that there are tier 2 and tier 3 clients who will not be seen, because these programs won't be able to continue because the PASSEs will mirror the rate in the fee schedule that's proposed here. We believe that's gonna be a harm to those clients' long term and it's going to result in more institutional care because a lot of these people are hanging on a thread.

We've had this conversation with DHS before, and I think DHS has acknowledged that there is a service gap between the residential services in a level two therapeutic community and just being out on your own and that there's a middle ground where there's really nothing there for people and this fulfills that role. And we've talked about maybe a level 3 therapeutic community or act teams, or some other intervening force that's between residential and on your own. But without that in place it seems unwise to the Council to get rid of the stop gap measure, that you have to meet that need without proposing something and implementing something to take its place. We believe, therefore, that the group therapy rate is cut is premature without those services to be put into place, to fulfill the function it is currently fulfilling. And we would ask that DHS delay that rate or at the very least bear upon the PASSEs to not pass it on for the tier 2 and tier 3 clients. We think that access to care and the prevention of institutionalized care would require that we provide services in this space in the continuum without disrupting what's happening at the present time. Thank you.

RESPONSE: The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious Mental Illness will have continuing discussions with PASSEs to determine the best combination of professional and HCBS to support them in home and community settings.

Commenter's Name: Joel Landreneau, on behalf of the Arkansas Council for Behavioral Health

COMMENT: On behalf of the Arkansas Council for Behavioral Health, I thank you for the opportunity to comment on the Department of Human Services' proposed rule, "Outpatient Behavioral Health Counseling Services and Rates (Rule 219).

The Arkansas Council's members applaud some of the changes contained in the proposed rule promulgation. First, the Council applauds the abrogation of the requirement to obtain a referral from a primary care physician in order to allow Medicaid beneficiaries to access outpatient behavioral health services. This procedural barrier to care was implemented in 2018, and it was never necessary, and it was never an effective cost containment measure. It was never anything more than a barrier to care, another hoop through which beneficiaries must jump in order to access needed services, and one that very frequently delayed the onset of care delivery.

Similarly, the Council welcomes the State Plan Amendment that adopts the disaster SPA rates for individual and marital/family services into the permanent State Plan. The Council had been assured by DHS that the Department was working on a complete and comprehensive review of everything Medicaid, including rates in all provider types and an examination of service gaps in behavioral health so that no portion of the Medicaid program would be amended in isolation, but that any changes would be made as part of a complete assessment of the adequacy of the full-service continuum. The Council was concerned about the expiration of those temporary rate adjustments that were set to expire 12/31/23, and the Council welcomes their adoption into the permanent state plan.

The Council understands that plans change, and that DHS' plans to conduct a comprehensive review of Medicaid (which it dubbed the "Medicaid Sustainability Review Plan," or "MSRP") was overtaken by the demands DHS faced in accomplishing the completion of the Public Health Emergency unwind that was mandated by state law to be completed in six months. Consequently, it comes as no surprise to the Council that MSRP remains in its early stages, despite earlier aspirations to complete it by 12/31/23. That said, the Council reminds DHS that MSRP is not complete, and that by DHS' own admission, there are service gaps in its behavioral health service continuum which remain unaddressed. However, rather than complete MSRP and address these gaps, DHS once again addresses rates for specific services in isolation from the larger context of the adequacy of the service continuum and proposes in this rule promulgation to reduce the rate paid for group psychotherapy by an amount that will require certain providers to reassess whether or not continuation of certain adult day rehab programs for seriously mentally ill adults is even feasible.

Day Rehabilitative Services have always been a critical element in the serving of persons with serious mental illness across the state. Most, if not all, of these programs are operated by the Community Mental Health Centers who provide care to this population and help to manage their day-to-day symptoms. Without the structure of these programs, most of these members are at serious risk of decompensation, inpatient hospitalizations or

arrests that force the jail staff and law enforcement to undertake the tasks of managing the symptoms of SMI adults without either the expertise or the resources to do so. While it is a critical component in the continuum of care, Day Rehab as a stand-alone service is a financial liability and is not sustainable. The current rates for group therapy fill in this gap, providing a key piece of the service puzzle that is offered alongside Day Rehab, which benefits members clinically while helping to offset the financial liability of the overall program. There are between 1,200 and 1,500 Seriously-Mentally Ill adults that attend Day Rehab programs operated by Council members. The proposed rate cut by nearly 50% will cause a substantial number of these programs to cease operations. This is the exact opposite of what DHS stated it hoped to achieve when it announced its MSRP review. Rather than review Medicaid to locate and alleviate service gaps, with this rate change, DHS will be creating a new service gap. Council members have been in discussion with DHS about ideas that can be implemented into action to address these gaps. However, the hard truth is that these ideas are only items for conversation at this point. The Council would like to see evidence-based services implemented to serve that population of SMI adults who no longer need daily residential supervision in a Level 2 Therapeutic Community, but for whom weekly individual psychotherapy is insufficient. Group therapy is part of the stop-gap measure to bridge that gap, and the Council considers it unwise in the extreme to eliminate that stop-gap before first implementing the measures that will take its place. Those measures have not advanced beyond the talking stages.

The Council has been told that these proposed changes only address the Medicaid fee-for-service fee schedule, and that SMI adults served in PASSE would not be directly affected. Our five-year history in dealing with the PASSE entities would indicate that this view is incorrect. While the PASSE entities are required to treat the FFS fee schedule as a floor, they also treat it as a ceiling. We fear that closure of Day Rehab programs will result if PASSE 3 entities pass along the rate cut in group therapy, and that will result in a spike in inpatient hospitalizations, jail admissions, or both. The Council strongly urges DHS to reconsider the group therapy rate cut until a proper service continuum for SMI adults can be put into practice, and urges DHS to require the PASSEs to maintain the current rate for these services until their replacement can be implemented.

The Arkansas Council appreciates the opportunity to provide these comments. We welcome any questions or further discussion about the recommendations described here. Please contact Joel Landreneau. Thank you for your time and consideration.

RESPONSE: The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022, well before the beginning of the MSRP. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious Mental Illness will have continuing discussions with PASSEs to determine

the best combination of professional and HCBS to support them in home and community settings.

Commenter's Name: Jared Sparks, for Arisa Health

1. Thank you for the opportunity to provide feedback about the proposed rule revisions. Arisa Health, Inc.'s comments are attached. I also sent this using the Arisa Health email address. Have a good weekend.

We appreciate the efforts DHS is undertaking to support quality behavioral health care for the citizens of Arkansas. Removing the PCP referral requirement and making permanent the individual counseling rates are positive and appreciated steps. There are questions in response to the proposed rule revisions that may outline additional areas of opportunities for provision of safe, efficient, and effective care.

Outpatient Behavioral Health Services

Effective January 1, 2024, the following services will be adjusted to pay 100% of the 2022 non-rural rate for the state of Arkansas.

Group Behavioral Health Counseling

Given that Arkansas is a rural state with health care provider deserts, why is the non-rural rate being used?

In comparison to a rural rate, will the use of a non-rural rate result in a higher or lower overall level of reimbursement per behavioral health service?

RESPONSE: The state did not use a rural differential in its analysis for outpatient behavioral health counseling services.

2. Is the Group Behavioral Health Counseling rate adjustment only for Tier 1 clients? A rebasing of the group rate for PASSE clients would reduce one of the few tools available to be used in conjunction with rehabilitative day programs for adults with serious mental illness. Does DHS have another plan for this population? Similarly, this reduction will affect one of the few tools available to be used in conjunction with Therapeutic Day Treatment programs for children who are severely emotionally disturbed.

Why is Medicaid using the 2022 fee schedule when these rates are slated for 2024?

RESPONSE: The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a

disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious Mental Illness will have continuing discussions with PASSEs to determine the best combination of professional and HCBS to support them in home and community settings.

3. 202.000

A.2. Group practices of Independently Licensed Practitioners can enroll directly without certification.

Why is this option being offered?

In comparison with group practices of ILPs, certified agencies typically provide services to more clients with serious mental illness and higher acuity. These agencies must also support a costly administrative burden to become certified. In acknowledgement of the increased risk and cost, certified agencies assume to provide services, why is there not a higher rate paid to certified agencies?

If, on the other hand, some ILP group practices serve some high needs clients but do not have the additional requirements of certified agencies, are there not quality of care concerns?

RESPONSE: This was not changed in this rule.

4. 214.3 Substance Abuse Covered Codes

...Behavioral Health Agency and Community Support System Providers Intensive and Enhanced Sites must be licensed by appropriate DHS division to provide Substance Abuse Services

The state could eliminate added cost if there was a single licensure for agencies that provide Substance Abuse Treatment and Mental Health Services. This would remove the need for two certifications with two separate expiration dates and two different annual audits.

RESPONSE: Thank you for your comment. While this is not a certification rule the state will consider this in future.

5. 240.100 Reimbursement

A. Counseling Services

and

241.00 Fee Schedule

What are the time frames/ranges for encounter-based services such as group and individual?

Units are identified as encounters for some services such as Individual Behavioral Health Counseling. There is not an easily identified time frame per encounter. This is necessary to support appropriate billing practices and to inform external audits. The time frames in the Counseling Manual do not seem to apply to encounters, as this is “an otherwise stated” unit. The linked Counseling Services Procedure Code Table also does not provide guidance.

The National CPT Codes have a range of 16-37 minutes for psychotherapy 90832. This is the procedure code identified in the procedure code table for the Division of Behavioral Health. We would like to confirm that Arkansas is using National CPT Code standards to define time frames for services such as 90832. What is the time frame/range of a 30-minute individual behavioral health counseling service in order to bill this service in compliance with National CPT Codes and AR behavioral health and DMS standards?

RESPONSE: The state continues to look at the CPT codes and will provide guidance on appropriate use of these codes.

The proposed effective date is January 1, 2024.

FINANCIAL IMPACT: The agency indicated that this rule has a financial impact.

Per the agency, the additional cost to implement this rule is \$3,610,316 for the current fiscal year (\$1,010,888 in general revenue and \$2,599,427 in federal funds) and \$7,220,632 for the next fiscal year (\$2,021,777 in general revenue and \$5,198,855 in federal funds). The total estimated cost by fiscal year to state, county, or municipal government to implement this rule is \$1,010,888 for the current fiscal year and \$2,021,777 for the next fiscal year.

The agency indicated that there is a new or increased cost or obligation of at least \$100,000 per year to a private individual, private entity, private business, state government, county government, municipal government, or to two or more of those entities combined. Accordingly, the agency provided the following written findings:

(1) a statement of the rule’s basis and purpose;

Based upon a study of outpatient behavioral health rates conducted in 2022, the Division of Medical Services (DMS) issues a rule amending counseling rates and removing the primary care provider referral requirement to receive behavioral counseling services. The Medicaid State Plan amendment proposes to change the Behavioral Health Counseling rates beginning January 1, 2024, for specified services as follows: Individual Behavioral Health Counseling, Marital or Family Behavioral Health Counseling (both with and without the client present), and Mental Health Diagnosis will be calculated at eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas; and Group

Behavioral Health Counseling and Multi-Family Behavioral Health Counseling will be calculated at one hundred percent (100%) of the 2022 Medicare nonrural rate for the State of Arkansas. The rate changes were set using a state comparison methodology based on the Medicare rate. As a result, individual counseling rates that were below 80% of the Medicare rate were raised to 80% and the group and multi-group family therapy rate that were well above 100% of the Medicare rate were lowered to 100%.

Additionally, the primary care provider referral was reviewed and determined unnecessary for accessing behavioral health counseling services.

(2) the problem the agency seeks to address with the proposed rule, including a statement of whether a rule is required by statute;

Rates were reviewed to determine if access or quality of service was being affected by the rates. Based on that review, it was determined that to ensure the appropriate level of service was being provided, rates needed to be adjusted to align with Medicare. Removal of the PCP referral requirement allows earlier access for identification and treatment of basic behavioral health needs.

(3) a description of the factual evidence that:

(a) justifies the agency's need for the proposed rule; and

(b) describes how the benefits of the rule meet the relevant statutory objectives and justify the rule's costs;

The rates for behavioral health counseling services had not been studied or adjusted since 2014 and work with a group of behavioral health providers who were facing challenges in staffing professionals to provide services to Medicaid beneficiaries in need was discussed. The state began the study by looking at comparison states and the providers requested that adjoining states counseling rates be examined. Once these rates were studied the Medicare comparison methodology was chosen.

(4) a list of less costly alternatives to the proposed rule and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;

The rates for group and multi-family group counseling were lowered and the individual and family counseling rates were raised. Clinicians licensed in AR can provide services in other states via telehealth by becoming licensed in that state and some professions have developed counseling compacts to honor other state's licensure.

(5) a list of alternatives to the proposed rule that were suggested as a result of public comment and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;

No alternatives have been proposed by the provider community.

(6) a statement of whether existing rules have created or contributed to the problem the agency seeks to address with the proposed rule and, if existing rules have created or contributed to the problem, an explanation of why amendment or repeal of the rule creating or contributing to the problem is not a sufficient response; and

The problem is access to counseling services for AR Medicaid beneficiaries and the state is also working towards early identification of behavioral health issues through behavioral health screening in primary care as well as a model of collaborative care that would allow interventions in PCP office and decrease the need for long term counseling services.

(7) an agency plan for review of the rule no less than every ten (10) years to determine whether, based upon the evidence, there remains a need for the rule including, without limitation, whether:

(a) the rule is achieving the statutory objectives;

(b) the benefits of the rule continue to justify its costs; and

(c) the rule can be amended or repealed to reduce costs while continuing to achieve the statutory objectives.

The Agency monitors State and Federal rules and policies for opportunities to reduce and control cost.

LEGAL AUTHORIZATION: The Department of Human Services has the responsibility to administer assigned forms of public assistance and is specifically authorized to maintain an indigent medical care program (Arkansas Medicaid). *See* Ark. Code Ann. §§ 20-76-201(1), 20-77-107(a)(1). The Department has the authority to make rules that are necessary or desirable to carry out its public assistance duties. Ark. Code Ann. § 20-76-201(12). The Department and its divisions also have the authority to promulgate rules as necessary to conform their programs to federal law and receive federal funding. Ark. Code Ann. § 25-10-129(b).



ARKANSAS
DEPARTMENT OF
**HUMAN
SERVICES**

Division of Medical Services

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P: 501.682.8292 F: 501.682.1197

October 12, 2023

Mrs. Rebecca Miller-Rice
Administrative Rules Review Section
Arkansas Legislative Council
Bureau of Legislative Research
#1 Capitol, 5th Floor
Little Rock, AR 72201

Dear Mrs. Rebecca Miller-Rice:

Re: Outpatient Behavioral Health Counseling Services and Rates

Please arrange for this rule to be reviewed by the ALC-Administrative Rules Subcommittee. If you have any questions or need additional information, please contact Mac Golden, Office of Rules Promulgation at 501-320-6383 or by emailing Mac.E.Golden@dhs.arkansas.gov.

Sincerely,

Elizabeth Pitman
Director

EP:jet

Attachments

**QUESTIONNAIRE FOR FILING PROPOSED RULES WITH
THE ARKANSAS LEGISLATIVE COUNCIL**

DEPARTMENT _____
 BOARD/COMMISSION _____
 BOARD/COMMISSION DIRECTOR _____
 CONTACT PERSON _____
 ADDRESS _____
 PHONE NO. _____ EMAIL _____
 NAME OF PRESENTER(S) AT SUBCOMMITTEE MEETING _____
 PRESENTER EMAIL(S) _____

INSTRUCTIONS

In order to file a proposed rule for legislative review and approval, please submit this Legislative Questionnaire and Financial Impact Statement, and attach (1) a summary of the rule, describing what the rule does, the rule changes being proposed, and the reason for those changes; (2) both a markup and clean copy of the rule; and (3) all documents required by the Questionnaire.

If the rule is being filed for permanent promulgation, please email these items to the attention of Rebecca Miller-Rice, miller-ricer@blr.arkansas.gov, for submission to the Administrative Rules Subcommittee.

If the rule is being filed for emergency promulgation, please email these items to the attention of Director Marty Garrity, garritym@blr.arkansas.gov, for submission to the Executive Subcommittee.

Please answer each question completely using layman terms.

1. What is the official title of this rule?

2. What is the subject of the proposed rule? _____
3. Is this rule being filed under the emergency provisions of the Arkansas Administrative Procedure Act? Yes No

If yes, please attach the statement required by Ark. Code Ann. § 25-15-204(c)(1).

If yes, will this emergency rule be promulgated under the permanent provisions of the Arkansas Administrative Procedure Act? Yes No

4. Is this rule being filed for permanent promulgation? Yes No

If yes, was this rule previously reviewed and approved under the emergency provisions of the Arkansas Administrative Procedure Act? Yes No

If yes, what was the effective date of the emergency rule? _____

On what date does the emergency rule expire? _____

5. Is this rule required to comply with a *federal* statute, rule, or regulation? Yes No

If yes, please provide the federal statute, rule, and/or regulation citation.

6. Is this rule required to comply with a *state* statute or rule? Yes No

If yes, please provide the state statute and/or rule citation.

7. Are two (2) rules being repealed in accord with Executive Order 23-02? Yes No

If yes, please list the rules being repealed.

If no, please explain.

8. Is this a new rule? Yes No

Does this repeal an existing rule? Yes No

If yes, the proposed repeal should be designated by strikethrough. If it is being replaced with a new rule, please attach both the proposed rule to be repealed and the replacement rule.

Is this an amendment to an existing rule? Yes No

If yes, all changes should be indicated by strikethrough and underline. In addition, please be sure to label the markup copy clearly as the markup.

9. What is the state law that grants the agency its rulemaking authority for the proposed rule, outside of the Arkansas Administrative Procedure Act? Please provide the specific Arkansas Code citation(s), including subsection(s).

10. Is the proposed rule the result of any recent legislation by the Arkansas General Assembly?
Yes No

If yes, please provide the year of the act(s) and act number(s).

11. What is the reason for this proposed rule? Why is it necessary?

12. Please provide the web address by which the proposed rule can be accessed by the public as provided in Ark. Code Ann. § 25-19-108(b)(1).

13. Will a public hearing be held on this proposed rule? Yes No

If yes, please complete the following:

Date: _____

Time: _____

Place: _____

Please be sure to advise Bureau Staff if this information changes for any reason.

14. On what date does the public comment period expire for the permanent promulgation of the rule? Please provide the specific date. _____

15. What is the proposed effective date for this rule? _____

16. Please attach (1) a copy of the notice required under Ark. Code Ann. § 25-15-204(a)(1) and (2) proof of the publication of that notice.

17. Please attach proof of filing the rule with the Secretary of State, as required by Ark. Code Ann. § 25-15-204(e)(1)(A).

18. Please give the names of persons, groups, or organizations that you anticipate will comment on these rules. Please also provide their position (for or against), if known.

19. Is the rule expected to be controversial? Yes No

If yes, please explain.

NOTICE OF RULE MAKING

The Department of Human Services announces for a public comment period of thirty (30) 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.

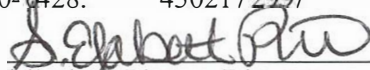
Good quality, easily accessible counseling services utilized for early intervention can prevent beneficiaries' needs for higher cost, longer-term home and community-based or institutional services. Based upon a study of outpatient behavioral health rates conducted in 2022, the Division of Medical Services (DMS) issues a rule amending counseling rates and removing the primary care provider referral requirement to receive behavioral counseling services. The Medicaid State Plan amendment proposes to make permanent the increase to individual counseling rates that was instituted during the pandemic and to rebalance group rates as recommended in the rate study. Beginning January 1, 2024, the updates to the Behavioral Health Counseling are as follows: Individual Behavioral Health Counseling, Marital or Family Behavioral Health Counseling (both with and without the client present), and Mental Health Diagnosis will be calculated at eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas; and Group Behavioral Health Counseling and Multi-Family Behavioral Health Counseling will be calculated at one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas. The rate changes were set using a state comparison methodology based on the Medicare rate. As a result, individual counseling rates that were below 80% of the Medicare rate were raised to 80% and the group and multi-group family therapy rates that were well above 100% of the Medicare rate were lowered to 100%. The projected annual cost of this change for State fiscal year (SFY) 2024 is \$3,610,316.00 (federal share of \$2,599,427.00) and for SFY 2025 is \$7,220,632.00 (federal share of \$5,198,855.00).

The proposed rule is available for review at the Department of Human Services (DHS) Office of Rules Promulgation, 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. This notice also shall be posted at the local office of the Division of County Operations (DCO) of DHS in every county in the state.

Public comments must be submitted in writing at the above address or at the following email address: ORP@dhs.arkansas.gov. All public comments must be received by DHS no later than November 12, 2023. 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 by remote access only through a Zoom webinar will be held on November 1, 2023 at 10:00 a.m., and public comments may be submitted at the hearing. Individuals can access this public hearing at <https://us02web.zoom.us/j/81376434723>. The webinar ID is 813 7643 4723. If you would like the electronic link, "one-tap" mobile information, listening only dial-in phone numbers, or international phone numbers, please contact ORP at ORP@dhs.arkansas.gov.

If you need this material in a different format, such as large print, contact the Office of Rules Promulgation at 501-320-6428. 4502172997


Elizabeth Pitman, Director
Division of Medical Services

Jack Tiner

From: Legal Ads <legalads@arkansasonline.com>
Sent: Wednesday, October 11, 2023 11:32 AM
To: Jack Tiner
Subject: Re: FULL RUN AD--Outpatient Behavioral Health Counseling Services and Rates (Rule 219)

[EXTERNAL SENDER]

Will run Sun 10/14, Sun 10/15, and Mon 10/16.

Thank you.

Gregg Sterne, Legal Advertising
Arkansas Democrat-Gazette
legalads@arkansasonline.com

From: "Jack Tiner" <jack.tiner@dhs.arkansas.gov>
To: "legalads" <legalads@arkansasonline.com>
Cc: "Mac Golden" <Mac.E.Golden@dhs.arkansas.gov>, "Jack Tiner" <jack.tiner@dhs.arkansas.gov>, "Lakeya Gipson" <Lakeya.Gipson@dhs.arkansas.gov>, "Thomas Herndon" <Thomas.Herndon@dhs.arkansas.gov>, "Elaine Stafford" <elaine.stafford@dhs.arkansas.gov>
Sent: Wednesday, October 11, 2023 10:39:47 AM
Subject: FW: FULL RUN AD--Outpatient Behavioral Health Counseling Services and Rates (Rule 219)

Hi Gregg,

Please run the attached ad in the Arkansas Democrat-Gazette on the following days:

| | |
|----------|------------------|
| Saturday | October 14, 2023 |
| Sunday | October 15, 2023 |
| Monday | October 16, 2023 |

Invoice to: **AR Dept of Human Services**
P.O. Box 1437
Slot S535
Little Rock, AR 72203
ATTN: Elaine Stafford (Elaine.stafford@dhs.arkansas.gov)

Or email invoices to: dms.invoices@arkansas.gov

I am aware that the print version will only be provided to all counties on Sundays.

Please reply to this email using REPLY ALL

Please let me know if you need anything further from me. Thank you.



JACK TINER

OFFICE OF RULES PROMULGATION
DHS/DMS MEDICAL ASSISTANCE MANAGER

P: 501.320.6112
F: 501.404.4619
700 Main St., Slot S295
Little Rock, AR 72203
Jack.Tiner@dhs.arkansas.gov
humanservices.arkansas.gov



This email may contain sensitive or confidential information.

CONFIDENTIALITY NOTICE: The information contained in this email message and any attachment(s) is the property of the State of Arkansas and may be protected by state and federal laws governing disclosure of private information. It is intended solely for the use of the entity to which this email is addressed. If you are not the intended recipient, you are hereby notified that reading, copying, or distributing this transmission is **STRICTLY PROHIBITED**. The sender has not waived any applicable privilege by sending the accompanying transmission. If you have received this transmission in error, please notify the sender by return and delete the message and attachment(s) from your system.

Jack Tiner

From: Jasmine Williams <jasmine.williams@sos.arkansas.gov>
Sent: Thursday, October 12, 2023 8:09 AM
To: Jack Tiner; Arkansas Register
Cc: Mac Golden; JAMIE EWING; Thomas Herndon; Rebecca Murphy
Subject: RE: DHS/DMS--Proposed Filing--Outpatient Behavioral Health Counseling Services and Rates (Rule 219)
Attachments: 016.29.23-008P.pdf

[EXTERNAL SENDER]

The attachment has a received stamp indicating our office has received the rule that was sent to us. It is now uploaded on our website.

Best regards,

Jasmine Williams

From: Jack Tiner <jack.tiner@dhs.arkansas.gov>
Sent: Thursday, October 12, 2023 7:24 AM
To: Arkansas Register <ArkansasRegister@sos.arkansas.gov>
Cc: Mac Golden <Mac.E.Golden@dhs.arkansas.gov>; Jack Tiner <jack.tiner@dhs.arkansas.gov>; JAMIE EWING <JAMIE.EWING@dhs.arkansas.gov>; Thomas Herndon <Thomas.Herndon@dhs.arkansas.gov>; Rebecca Murphy <Rebecca.A.Murphy@dhs.arkansas.gov>
Subject: DHS/DMS--Proposed Filing--Outpatient Behavioral Health Counseling Services and Rates (Rule 219)

External Message

Please find attached the proposed filing packet for rule titled: *Outpatient Behavioral Health Counseling Services and Rates*. This will be published in the *Arkansas Democrat-Gazette* October 14 through 16, 2023. The public comment period will end November 12, 2023.

Please let me know if you have any questions. Thank you.



JACK TINER

OFFICE OF RULES PROMULGATION
DHS/DMS MEDICAL ASSISTANCE MANAGER

P: 501.320.6112
F: 501.404.4619
700 Main St., Slot S295
Little Rock, AR 72203
Jack.Tiner@dhs.arkansas.gov
humanservices.arkansas.gov

FINANCIAL IMPACT STATEMENT

PLEASE ANSWER ALL QUESTIONS COMPLETELY.

DEPARTMENT _____
BOARD/COMMISSION _____
PERSON COMPLETING THIS STATEMENT _____
TELEPHONE NO. _____ **EMAIL** _____

To comply with Ark. Code Ann. § 25-15-204(e), please complete the Financial Impact Statement and email it with the questionnaire, summary, markup and clean copy of the rule, and other documents. Please attach additional pages, if necessary.

TITLE OF THIS RULE _____

1. Does this proposed, amended, or repealed rule have a financial impact?
Yes No

2. Is the rule based on the best reasonably obtainable scientific, technical, economic, or other evidence and information available concerning the need for, consequences of, and alternatives to the rule?
Yes No

3. In consideration of the alternatives to this rule, was this rule determined by the agency to be the least costly rule considered? Yes No

If no, please explain:

(a) how the additional benefits of the more costly rule justify its additional cost;

(b) the reason for adoption of the more costly rule;

(c) whether the reason for adoption of the more costly rule is based on the interests of public health, safety, or welfare, and if so, how; and

(d) whether the reason for adoption of the more costly rule is within the scope of the agency's statutory authority, and if so, how.

4. If the purpose of this rule is to implement a *federal* rule or regulation, please state the following:
 - (a) What is the cost to implement the federal rule or regulation?

Current Fiscal Year

General Revenue _____
Federal Funds _____
Cash Funds _____
Special Revenue _____
Other (Identify) _____

Total _____

Next Fiscal Year

General Revenue _____
Federal Funds _____
Cash Funds _____
Special Revenue _____
Other (Identify) _____

Total _____

(b) What is the additional cost of the state rule?

Current Fiscal Year

General Revenue _____
Federal Funds _____
Cash Funds _____
Special Revenue _____
Other (Identify) _____

Total _____

Next Fiscal Year

General Revenue _____
Federal Funds _____
Cash Funds _____
Special Revenue _____
Other (Identify) _____

Total _____

5. What is the total estimated cost by fiscal year to any private individual, private entity, or private business subject to the proposed, amended, or repealed rule? Please identify those subject to the rule, and explain how they are affected.

Current Fiscal Year

\$ _____

Next Fiscal Year

\$ _____

6. What is the total estimated cost by fiscal year to a state, county, or municipal government to implement this rule? Is this the cost of the program or grant? Please explain how the government is affected.

Current Fiscal Year

\$ _____

Next Fiscal Year

\$ _____

7. With respect to the agency's answers to Questions #5 and #6 above, is there a new or increased cost or obligation of at least one hundred thousand dollars (\$100,000) per year to a private individual, private entity, private business, state government, county government, municipal government, or to two (2) or more of those entities combined?

Yes No

If yes, the agency is required by Ark. Code Ann. § 25-15-204(e)(4) to file written findings at the time of filing the financial impact statement. The written findings shall be filed simultaneously with the financial impact statement and shall include, without limitation, the following:

- (1) a statement of the rule's basis and purpose;
- (2) the problem the agency seeks to address with the proposed rule, including a statement of whether a rule is required by statute;
- (3) a description of the factual evidence that:
 - (a) justifies the agency's need for the proposed rule; and
 - (b) describes how the benefits of the rule meet the relevant statutory objectives and justify the rule's costs;
- (4) a list of less costly alternatives to the proposed rule and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;
- (5) a list of alternatives to the proposed rule that were suggested as a result of public comment and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;
- (6) a statement of whether existing rules have created or contributed to the problem the agency seeks to address with the proposed rule and, if existing rules have created or contributed to the problem, an explanation of why amendment or repeal of the rule creating or contributing to the problem is not a sufficient response; and
- (7) an agency plan for review of the rule no less than every ten (10) years to determine whether, based upon the evidence, there remains a need for the rule including, without limitation, whether:
 - (a) the rule is achieving the statutory objectives;
 - (b) the benefits of the rule continue to justify its costs; and
 - (c) the rule can be amended or repealed to reduce costs while continuing to achieve the statutory objectives.

FINANCIAL IMPACT STATEMENT ADDENDUM

7. With respect to the agency's answers to Questions #5 and #6 above, is there a new or increased cost or obligation of at least one hundred thousand dollars (\$100,000) per year to a private individual, private entity, private business, state government, county government, municipal government, or to two (2) or more of those entities combined?

Yes No

If yes, the agency is required by Ark. Code Ann. § 25-15-204(e)(4) to file written findings at the time of filing the financial impact statement. The written findings shall be filed simultaneously with the financial impact statement and shall include, without limitation, the following:

- (1) a statement of the rule's basis and purpose;

Based upon a study of outpatient behavioral health rates conducted in 2022, the Division of Medical Services (DMS) issues a rule amending counseling rates and removing the primary care provider referral requirement to receive behavioral counseling services. The Medicaid State Plan amendment proposes to change the Behavioral Health Counseling rates beginning January 1, 2024, for specified services as follows: Individual Behavioral Health Counseling, Marital or Family Behavioral Health Counseling (both with and without the client present), and Mental Health Diagnosis will be calculated at eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas; and Group Behavioral Health Counseling and Multi-Family Behavioral Health Counseling will be calculated at one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas. The rate changes were set using a state comparison methodology based on the Medicare rate. As a result, individual counseling rates that were below 80% of the Medicare rate were raised to 80% and the group and multi-group family therapy rate that were well above 100% of the Medicare rate were lowered to 100%.

Additionally, the primary care provider referral was reviewed and determined unnecessary for accessing behavioral health counseling services.

- (2) the problem the agency seeks to address with the proposed rule, including a statement of whether a rule is required by statute;

Rates were reviewed to determine if access or quality of service was being affected by the rates. Based on that review, it was determined that to ensure the appropriate level of service was being provided, rates needed to be adjusted to align with Medicare. Removal of the PCP referral requirement allows earlier access for identification and treatment of basic behavioral health needs.

- (3) a description of the factual evidence that:

- (a) justifies the agency's need for the proposed rule; and
- (b) describes how the benefits of the rule meet the relevant statutory objectives and justify the rule's costs;

The rates for behavioral health counseling services had not been studied or adjusted since 2014 and work with a group of behavioral health providers who were facing challenges in staffing

professionals to provide services to Medicaid beneficiaries in need was discussed. The state began the study by looking at comparison states and the providers requested that adjoining states counseling rates be examined. Once these rates were studied the Medicare comparison methodology was chosen.

(4) a list of less costly alternatives to the proposed rule and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;

The rates for group and multi-family group counseling were lowered and the individual and family counseling rates were raised. Clinicians licensed in AR can provide services in other states via telehealth by becoming licensed in that state and some professions have developed counseling compacts to honor other state's licensure.

(5) a list of alternatives to the proposed rule that were suggested as a result of public comment and the reasons why the alternatives do not adequately address the problem to be solved by the proposed rule;

No alternatives have been proposed by the provider community.

(6) a statement of whether existing rules have created or contributed to the problem the agency seeks to address with the proposed rule and, if existing rules have created or contributed to the problem, an explanation of why amendment or repeal of the rule creating or contributing to the problem is not a sufficient response; and

The problem is access to counseling services for AR Medicaid beneficiaries and the state is also working towards early identification of behavioral health issues through behavioral health screening in primary care as well as a model of collaborative care that would allow interventions in PCP office and decrease the need for long term counseling services.

(7) an agency plan for review of the rule no less than every ten (10) years to determine whether, based upon the evidence, there remains a need for the rule including, without limitation, whether:

- (a) the rule is achieving the statutory objectives;
- (b) the benefits of the rule continue to justify its costs; and
- (c) the rule can be amended or repealed to reduce costs while continuing to achieve the statutory objectives.

The Agency monitors State and Federal rules and policies for opportunities to reduce and control cost.

Statement of Necessity and Rule Summary **Behavioral Health Counseling**

Statement of Necessity

A study of outpatient behavioral health rates was conducted in 2022 that indicated rates needed to be rebalanced against Medicare. Also, during the COVID-19 public health emergency (PHE), individual counseling rates were raised upon approval by the Centers for Medicare and Medicaid Services. The rule proposed permanently increases the individual rates approved during the PHE, and rebalances rates as recommended in the rate study.

The Medicaid State Plan will be amended effective January 1, 2024, such that individual counseling rates will be calculated at eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas, and group counseling rates will be calculated at one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas. The rate changes for Arkansas Medicaid reimbursed behavioral health counseling services were set using a state comparison methodology. The new process used a comparison to the Medicare rate. Thus, individual counseling rates that were below 80% of the Medicare rate were raised to 80% and the group and multi-group family therapy rate that were well above 100% of the Medicare rate were lowered to 100%.

Good quality, easily accessible counseling services utilized for early intervention can prevent beneficiaries' needs for higher cost, longer term home and community-based or institutional services. Medicaid removes the requirement for a primary care provider referral from Behavioral Counseling services. Removal of the referral requirement allows providers to provide needed services much more quickly.

Summary

Counseling Services Provider Manual:

Typographical and grammatical changes were made throughout the manual.

| | |
|-----------------|--|
| Section 202.000 | Changes were made to identify certification and enrollment specifications for Independently Licensed Practitioners |
| Section 210.200 | Added, "Non-independently licensed clinicians must serve as a rendering provider through a certified agency provider." |
| Section 211.300 | Updated the DHS website hyperlink |
| Section 217.100 | Deleted. PCP referral is no longer required. |
| Section 227.000 | Deleted Prescription for Counseling Services no longer required. |
| Section 228.132 | Specifies review samples will include a sample from each enrolled provider. |
| Section 255.000 | Deleted. Removed Crisis Stabilization Intervention. |
| Section 255.001 | Removed PCP referral requirement. |
| Section 255.003 | Added extension of benefits available for Acute Crisis Unit services. |
| Section 256.510 | Corrected instructions for completion for fields 17, 17a, 17b. |

Section I Provider Manual:

| | |
|------------------|--|
| Section 172.100: | Added Outpatient counseling services under PCP referral exemptions for mental health services. |
|------------------|--|

Medicaid State Plan:

Page 4.19-B, 1rrr Amend state plan to specify reimbursement methodology for specific outpatient behavioral health services under EPSDT authorized in the state plan

Page 4.19-B, 5aa Amend state plan to specify reimbursement methodology for specific outpatient behavioral health services under Other services authorized in the state plan

Page 4.19-B, 5aaa Reformatted and moves unchanged Acute Crisis Units to a new page under Other services authorized in the state plan for continuity of the plan

METHODS AND STANDARDS FOR ESTABLISHING PAYMENT RATES -
OTHER TYPES OF CARE

~~July 1, 2017~~ January 1,

2024

- 4.b. Early and Periodic Screening and Diagnosis of Individuals Under 21 Years of Age and Treatment of Conditions Found (Continued)

Outpatient Behavioral Health Services

The fee schedule was set as of July 1, 2017 and is effective for services provided on or after this date. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. ~~The fee schedule can be accessed at <https://www.medicaid.state.ar.us/Provider/docs/fees.aspx>.~~ Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.

Effective January 1, 2024, the following services will be set to pay eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Individual Behavioral Health Counseling;**
- **Marital or Family Behavioral Health Counseling without Beneficiary Present;**
- **Marital or Family Behavioral Health Counseling with Beneficiary Present; and**
- **Mental Health Diagnosis.**

Effective January 1, 2024, the following services will be adjusted to pay one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Group Behavioral Health Counseling; and**
- **Multi-Family Behavioral Health Counseling.**

All rates are published on the agency’s website: Fee Schedules - Arkansas Department of Human Services

METHODS AND STANDARDS FOR ESTABLISHING PAYMENT RATES -
OTHER TYPES OF CARE

January 1, 2024

- 4.b. Early and Periodic Screening and Diagnosis of Individuals Under 21 Years of Age and Treatment of Conditions Found (Continued)

Outpatient Behavioral Health Services

The fee schedule was set as of July 1, 2017 and is effective for services provided on or after this date. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.

Effective January 1, 2024, the following services will be set to pay eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Individual Behavioral Health Counseling;**
- **Marital or Family Behavioral Health Counseling without Beneficiary Present;**
- **Marital or Family Behavioral Health Counseling with Beneficiary Present; and**
- **Mental Health Diagnosis.**

Effective January 1, 2024, the following services will be adjusted to pay one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Group Behavioral Health Counseling; and**
- **Multi-Family Behavioral Health Counseling.**

All rates are published on the agency’s website: [Fee Schedules - Arkansas Department of Human Services](#)

METHODS AND STANDARDS FOR ESTABLISHING PAYMENT RATES -
OTHER TYPES OF CARE

July 1, 2017 January 1,
2024

13. Other diagnostic, screening, preventive and rehabilitative services, i.e., other than those provided elsewhere in this plan. (Continued)

Outpatient Behavioral Health Services

The fee schedule was set as of July 1, 2017, and is effective for services on or after this date. Rates for services provided under the Residential Community Reintegration Program are effective for dates of service on or after October 1, 2017. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. ~~The fee schedule can be accessed at <https://www.medicaid.state.ar.us/Provider/docs/fees.aspx>.~~ Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.

Effective January 1, 2024, the following services will be set to pay eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- Individual Behavioral Health Counseling;**
- Marital or Family Behavioral Health Counseling without Beneficiary Present;**
- Marital or Family Behavioral Health Counseling with Beneficiary Present; and**
- Mental Health Diagnosis.**

Effective January 1, 2024, the following services will be adjusted to pay one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- Group Behavioral Health Counseling; and**
- Multi-Family Behavioral Health Counseling.**

All rates are published on the agency’s website: Fee Schedules - Arkansas Department of Human Services

Acute Crisis Units is being moved to NEW page 4.19-B, page 5aaa

Acute Crisis Units

~~The fee schedule was set as of July 1, 2017 and is effective for services provided on or after this date. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. The fee schedule can be accessed at <https://www.medicaid.state.ar.us/Provider/docs/fees.aspx>. Effective for dates of service on or after July 1, 2017, reimbursement for Acute Crisis Unit is based on prospective rate of \$350.00 per day with no cost settlement and no budget submission necessary for all certified Acute Crisis Unit providers. No room and board costs, or other unallowable facility costs, are built into the daily rate. Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered~~

~~according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.~~

~~Each provider furnishing this service must keep any records necessary to disclose the extent of services the provider furnishes to beneficiaries and, on request, furnish the Medicaid agency any information maintained and any information regarding payments claimed by the provider for furnishing this service. The Division of Provider Services and Quality Assurance (DPSQA), in conjunction with the State’s contracted review entity, will provide ongoing monitoring to assure that services provided under the bundled rate are of the type, quantity and intensity of services required to meet the medical need of beneficiaries.~~

CONFIDENTIAL

METHODS AND STANDARDS FOR ESTABLISHING PAYMENT RATES -
OTHER TYPES OF CARE

January 1, 2024

13. Other diagnostic, screening, preventive and rehabilitative services, i.e., other than those provided elsewhere in this plan. (Continued)

Outpatient Behavioral Health Services

The fee schedule was set as of July 1, 2017, and is effective for services on or after this date. Rates for services provided under the Residential Community Reintegration Program are effective for dates of service on or after October 1, 2017. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.

Effective January 1, 2024, the following services will be set to pay eighty percent (80%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Individual Behavioral Health Counseling;**
- **Marital or Family Behavioral Health Counseling without Beneficiary Present;**
- **Marital or Family Behavioral Health Counseling with Beneficiary Present; and**
- **Mental Health Diagnosis.**

Effective January 1, 2024, the following services will be adjusted to pay one hundred percent (100%) of the 2022 Medicare non-rural rate for the State of Arkansas:

- **Group Behavioral Health Counseling; and**
- **Multi-Family Behavioral Health Counseling.**

All rates are published on the agency’s website: [Fee Schedules - Arkansas Department of Human Services](#)

TN: 23-0002

Approval Date:

Effective Date: 01/01/2024

Supersedes: 16-0008

METHODS AND STANDARDS FOR ESTABLISHING PAYMENT RATES -
OTHER TYPES OF CARE

January 1, 2024

13. Other diagnostic, screening, preventive and rehabilitative services, i.e., other than those provided elsewhere in this plan. (Continued)

Acute Crisis Units

The fee schedule was set as of July 1, 2017 and is effective for services provided on or after this date. Except as noted in the plan, state developed fee schedule rates are the same for both governmental and private providers of behavioral health services. The fee schedule can be accessed at [Fee Schedules - Arkansas Department of Human Services](#). Effective for dates of service on or after July 1, 2017, reimbursement for Acute Crisis Unit is based on prospective rate of \$350.00 per day with no cost settlement and no budget submission necessary for all certified Acute Crisis Unit providers. No room and board costs, or other unallowable facility costs, are built into the daily rate. Based on the information gained from the peer state analysis and the consideration of adjustment factors such as Bureau of Labor Statistics (BLS) along with Geographic Pricing Cost Index (GPCI) to account for economic differences, the state was able to select appropriate rates from fee schedules published by peer states. Once this rate information was filtered according to Arkansas requirements a “state average rate” was developed. This “state average rate” consisting of the mean from every peer state’s published rate for a given procedure served as the base rate for the service, which could then be adjusted by previous mentioned factors (BLS), (GPCI) etc.

Each provider furnishing this service must keep any records necessary to disclose the extent of services the provider furnishes to beneficiaries and, on request, furnish the Medicaid agency any information maintained and any information regarding payments claimed by the provider for furnishing this service. The Division of Provider Services and Quality Assurance (DPSQA), in conjunction with the State’s contracted review entity, will provide ongoing monitoring to assure that services provided under the bundled rate are of the type, quantity and intensity of services required to meet the medical need of beneficiaries.

TN: 23-0002

Approval Date:

Effective Date: 01/01/2024

Supersedes: NEW

TOC required

202.000 Arkansas Medicaid Participation Requirements for Counseling Services

1-1-234

All behavioral health providers approved to receive Medicaid reimbursement for services to Medicaid clients must meet specific qualifications.

Providers must meet the Provider Participation and enrollment requirements contained within Section 140.000 of this manual as well as the following criteria to be eligible to participate in the Arkansas Medicaid Program:

- A. Providers must be located within the State of Arkansas.
- B. Must be certified by the ~~Divisions of Provider Services and Quality Assurance (DPSQA)~~ appropriate DHS division as a Behavioral Health Agency, a Community Support Systems Provider Agency- Intensive or Enhanced, or be certified by the Dept. of Education as a school-based mental health provider.
 1. or be independently licensed as a practitioners (ILPs) can enroll directly as an Independently Licensed Practitioner without certification: ILPs include:
 - a1. Licensed Clinical Certified Social Worker (LCSW)
 - b2. Licensed Marital and Family Therapist (LMFT)
 - c3. Licensed Psychologist (LP)
 - d4. Licensed Psychological Examiner – Independent (LPEI)
 - e5. Licensed Professional Counselor (LPC)
 - f6. Licensed Alcohol and Drug Abuse Counselor (LADAC)
 2. Group practices of Independently Licensed Practitioners can enroll directly without certification.
- C. The provider must give notification to the Office of the Medicaid Inspector General (OMIG) on or before the tenth day of each month of all covered health care practitioners who perform services on behalf of the provider. The notification must include the following information for each covered health care practitioner:
 1. Name/Title
 2. Enrolled site(s) where services are performed
 3. Social Security Number
 4. Date of Birth
 5. Home Address
 6. Start Date
 7. End Date (if applicable)

Notification is not required when the list of covered health care practitioners remains unchanged from the previous notification.

DMHS shall exclude providers for the reasons stated in 42 U.S.C. §1320a-7(a) and implementing regulations and may exclude providers for the reasons stated in 42 U.S.C. §1320a-7(b) and implementing regulations. The following factors shall be considered by DHS in determining whether sanction(s) should be imposed:

- A. Seriousness of the offense(s)

- B. Extent of violation(s)
- C. History of prior violation(s)
- D. Whether an indictment or information was filed against the provider or a related party as defined in DHS Policy 1088, titled DHS Participant Exclusion Rule.

2140.1000 Coverage of Services

1-1-234

Counseling Services are limited to enrolled providers as indicated in 202.000 who offer core counseling services for the treatment of behavioral disorders.

~~All~~ Counseling Services providers must establish an emergency response plan. Each provider must have 24-hour emergency response capability to meet the emergency treatment needs of the Counseling Services clients served by the provider. The provider must implement and maintain a written policy reflecting the specific coverage plan to meet this requirement. A machine recorded voice mail message to call 911 or report to the nearest emergency room in and of itself is not sufficient to meet the requirement.

All Counseling Services providers must demonstrate the capacity to provide effective, equitable, understandable, and respectful quality care and services that are responsive to ~~diverse~~ different cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

2140.200 Staff Requirements

1-1-234

Each Counseling Services provider must ensure that they employ staff which are able and available to provide appropriate and adequate services offered by the provider. Counseling Services staff members must provide services only within the scope of their individual licensure. The following chart lists the terminology used in this provider manual and explains the licensure, certification, and supervision that are required for each performing provider type. Non-independently licensed clinicians must serve as a rendering provider through a certified agency provider.

| PROVIDER TYPE | LICENSES | STATE CERTIFICATION REQUIRED | SUPERVISION |
|---|--|--|--------------|
| Independently Licensed Clinicians – Master’s/Doctoral | Licensed Certified Social Worker (LCSW) Licensed Marital and Family Therapist (LMFT) Licensed Psychologist (LP) Licensed Psychological Examiner – Independent (LPEI) Licensed Professional Counselor (LPC) | Yes, must be licensed through the relevant licensing board to provide services | Not Required |
| Non-independently | Licensed Master | Yes, must be licensed | Required |

| PROVIDER TYPE | LICENSES | STATE CERTIFICATION REQUIRED | SUPERVISION |
|---|--|--|---|
| Licensed Clinicians – Master's/Doctoral | Social Worker (LMSW) Licensed Associate Marital and Family Therapist (LAMFT) Licensed Associate Counselor (LAC) Licensed Psychological Examiner (LPE) Provisionally Licensed Psychologist (PLP) Provisionally Licensed Master Social Worker (PLMSW) | through the relevant licensing board to provide services and be employed or contracted by a certified Behavioral Health Agency, Community Support System Agency, or certified by the Dept. of Education as a school-based mental health provider | |
| Licensed Alcoholism and Drug Abuse Counselor Master's | Licensed Alcoholism and Drug Abuse Counselor (LADAC) Master's Doctoral | Yes, must be licensed through the relevant licensing board to provide services | |
| Advanced Practice Nurse (APN) | Adult Psychiatric Mental Health Clinical Nurse Specialist Child Psychiatric Mental Health Clinical Nurse Specialist Adult Psychiatric Mental Health APN Family Psychiatric Mental Health APN | Must be employed or contracted by a certified Behavioral Health Agency, or Community Support System Agency | Collaborative Agreement with Physician Required |
| Physician | Doctor of Medicine (MD) Doctor of Osteopathic Medicine (DO) | Must be employed or contracted by a certified Behavioral Health Agency, or Community Support System Agency | Not Required |

The services of a medical records librarian are required. The medical records librarian (or person performing the duties of the medical records librarian) shall be responsible for ongoing quality controls, for continuity of patient care, and patient traffic flow. The librarian shall assure that records are maintained, completed and preserved; that required indexes and registries are maintained, and that statistical reports are prepared. This staff member will be personally responsible for ensuring that information on enrolled patients is immediately retrievable,

establishing a central records index, and maintaining service records in such a manner as to enable a constant monitoring of continuity of care.

When a Counseling Services provider files a claim with Arkansas Medicaid, the staff member who actually performed the service must be identified on the claim as the rendering provider. This action is taken in compliance with the federal Improper Payments Information Act of 2002 (IPIA), Public Law 107-300, and the resulting Payment Error Rate Measurement (PERM) program initiated by the Centers for Medicare and Medicaid Services (CMS).

211.300 Certification of Performing Providers 1-1-234

As illustrated in the chart in § 211.200, certain Counseling Services billing providers are required to be certified by ~~the Division of Provider Services and Quality Assurance~~ DHS. The certification requirements for performing providers are located on the [DPSQAHS website](#).

212.000 Scope 1-1-234

The Counseling Services Program provides treatment and services ~~which that~~ are provided by a certified Behavioral Health Services provider to Medicaid-eligible clients ~~that who~~ have a Behavioral Health diagnosis as described in the American Psychiatric Association Diagnostic and Statistical Manual (DSM-5 and subsequent revisions).

Eligibility for services depends on the needs of the client. Counseling ~~s~~Services and Crisis Services can be provided to any client as long as the services are medically necessary.

COUNSELING SERVICES

~~—T~~Counseling services are time-limited behavioral health services provided by qualified licensed practitioners in an allowable setting for the purpose of assessing and treating mental health and/or substance abuse conditions. Counseling Services settings shall mean a behavioral health clinic/office, healthcare center, physician office, child advocacy center, home, shelter, group home, and/or school.

213.000 Counseling Services Program Entry 1-1-234

The intake assessment, either the Mental Health Diagnosis, Substance Abuse Assessment, or Psychiatric Assessment, must be completed prior to the provision of counseling services in the Counseling Services ~~p~~Program manual. This intake will assist providers in determining services needed and desired outcomes for the client. The intake must be completed by a behavioral health professional qualified by licensure and experienced in the diagnosis and treatment of behavioral health disorders.

Prior to continuing provision of counseling services, the provider must document medical necessity of Counseling Services. The documentation of medical necessity is a written intake assessment that evaluates the client's mental condition, and, based on the client's diagnosis, determines whether treatment in the Counseling Services Program is appropriate. This documentation must be made part of the client's medical record.

[View or print the procedure codes for counseling services.](#)

214.100 Parent/Caregiver & Child (Dyadic treatment of Children age 0-47 months & Parent/Caregiver) 1-1-234

Counseling Services providers may provide dyadic treatment of clients age zero through forty-seven (0-47) months and the parent/caregiver of the eligible client. A prior authorization will be required for all dyadic treatment services (the Mental Health Diagnosis and Interpretation of Diagnosis DO NOT require a prior authorization). All performing providers of parent/caregiver and child Counseling Services MUST be certified by ~~DAABHS~~ the appropriate DHS division to provide those services.

Providers will diagnose children through the age of forty-seven (47) months based on the most current version of the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood. Providers will then crosswalk the diagnosis to an allowable ~~DSM~~ behavioral health diagnosis. Specified Z and T codes and conditions that may be the focus of clinical attention according to DSM 5 or subsequent editions will be allowable for this population.

214.300 Substance Abuse Covered Codes 1-1-234

Certain Counseling Services are covered by Arkansas Medicaid for an individual whose primary diagnosis is substance abuse. Licensed Practitioners may provide Substance Abuse Service within the scope of their practice. Individuals solely licensed as Licensed Alcoholism and Drug Abuse Counselors (LADAC) may only provide services to individuals with a primary substance use diagnosis. Behavioral Health Agency and Community Support System Providers Intensive and Enhanced sites must be licensed by the ~~Divisions of Provider Services and Quality Assurance~~ appropriate DHS division in order to provide Substance Abuse Services.

217.100 Primary Care Physician (PCP) Referral 4-1-23

~~Each client that receives counseling services in the Counseling Services program can receive a limited amount of counseling services. Once those limits are reached, a Primary Care Physician (PCP) referral or PCMH approval will be necessary to continue treatment. This referral or approval must be retained in the client's medical record.~~

~~A client can receive ten (10) counseling services before a PCP/PCMH referral is necessary. Crisis Intervention (Section 255.001) does not count toward the ten (10) counseling services. The PCP/PCMH referral must be kept in the client's medical record.~~

~~The Patient Centered Medical Home (PCMH) will be responsible for coordinating care with a client's PCP or physician for counseling services. Medical responsibility for clients receiving counseling services shall be vested in a physician licensed in Arkansas.~~

~~The PCP referral or PCMH authorization for counseling services will serve as the prescription for those services.~~

~~Verbal referrals from PCPs or PCMHs are acceptable to Medicaid as long as they are documented in the client's chart as described in Section 171.410.~~

~~See Section I of this manual for an explanation of the process to obtain a PCP referral.~~

224.000 Physician's Role 1-1-234

Counseling ~~s~~Services providers are responsible for communication with the client's primary care physician in order to ensure psychiatric and medical conditions are monitored and addressed by appropriate physician oversight and that medication evaluation and prescription services are available to individuals requiring pharmacological management.

226.100 Documentation 1-1-234

All Counseling Services providers must develop and maintain sufficient written documentation to support each medical or remedial therapy, service, activity, or session for which Medicaid reimbursement is sought. This documentation, at a minimum, must:

- A. Be individualized to the client and specific to the services provided, duplicated notes are not allowed
- B. Include the date and actual time the services were provided
- C. Contain original signature, name, and credentials of the person, who provided the services

- D. Document the setting in which the services were provided. For all settings other than the provider's enrolled sites, the name and physical address of the place of service must be included
- E. Document the relationship of the services to the treatment regimen described in the Treatment Plan
- F. Contain updates describing the patient's progress
- G. Document involvement, for services that require contact with anyone other than the client, evidence of conformance with HIPAA regulations, including presence in documentation of Specific Authorizations, if required

Documentation must be legible and concise. The name and title of the person providing the service must reflect the appropriate professional level in accordance with the staffing requirements found in Section 211.200.

All documentation must be available to representatives of ~~the Division of Medical Services~~ DHS or Office of Medicaid Inspector General at the time of an audit. All documentation must be available at the provider's place of business. A provider will have 30 (thirty) days to submit additional documentation in response to a request from DMHS or OMIG. Additional documentation will not be accepted after this thirty (30) day period.

~~227.000 Prescription for Counseling Services 4-1-23~~

~~The approval by the PCP or PCMH will serve as the prescription for counseling services in the Counseling Services program. Please see Section 217.100 for limits. Medicaid will not cover any service outside of the established limits without a current prescription signed by the PCP or PCMH.~~

~~Prescriptions shall be based on consideration of an evaluation of the enrolled client. The prescription for the services and subsequent renewals must be documented in the client's medical record.~~

228.000 Provider Reviews 1-1-234

The Utilization Review Section ~~of the Arkansas Division of Medical Services within DHS~~ has the responsibility for assuring quality medical care for its clients, along with protecting the integrity of both state and federal funds supporting the Medical Assistance Program.

228.130 Retrospective Reviews 1-1-234

~~The Division of Medical Services (DMS) of the Arkansas Department of Human Services~~ DHS has contracted with a Quality Improvement Organization (QIO) or QIO-like organization to perform retrospective (post payment) reviews of counseling services provided by Counseling Services providers. [View or print current contractor contact information.](#)

The reviews will be conducted by licensed mental health professionals who will examine the medical record for compliance with federal and state laws and regulations.

228.132 Review Sample and the Record Request 1-1-234

On a calendar quarterly basis, the DHS contractor will select a statistically valid random sample from an electronic data set of all Counseling Services ~~clients~~ beneficiaries whose dates of service occurred during the three (3) -month selection period. This sample will include a sample from each enrolled provider. If a client was selected in any of the three (3) calendar quarters prior to the current selection period, then they client will be excluded from the sample and an alternate client will be substituted. The utilization review process will be conducted in accordance with 42 CFR § 456.23.

A written request for medical record copies will be ~~mailed sent~~ to each provider ~~who provided services to the clients selected for the random sample~~ along with ~~their identified client served~~ and instructions for submitting the medical record. The request will include the client's name, date of birth, Medicaid identification number, and dates of service. The request ~~also will also~~ include a list of the medical record components that must be submitted for review. The time limit for a provider to request reconsideration of an adverse action/decision stated in § 1 of the Medicaid Manual shall be the time limit to furnish requested records. If the requested information is not received by the deadline, a medical necessity denial will be issued.

All medical records must be submitted to the contractor via fax, mail, or electronic medium. [View or print current contractor contact information.](#) Records will not be accepted via email.

228.133 Review Process

1-1-234

The record will be reviewed using a review tool based upon the promulgated Medicaid Counseling Services manual. The review tool is designed to facilitate review of regulatory compliance, incomplete documentation, and medical necessity. All reviewers must have a professional license in therapy (LP, LCSW, LMSW, LPE, LPE-I, LPC, LAC, LMFT, LAMFT, etc.). The reviewer will screen the record to determine whether complete information was submitted for review. If it is determined that all requested information was submitted, then the reviewer will review the documentation in more detail to determine whether it meets medical necessity criteria based upon the reviewer's professional judgment.

If a reviewer cannot determine that the services were medically necessary, then the record will be given to a psychiatrist for review. If the psychiatrist denies some or all of the services, then a denial letter will be sent to the provider and the client. Each denial letter contains a rationale for the denial that is record-specific and each party is provided information about requesting reconsideration review or a fair hearing.

The reviewer ~~will also will~~ compare the paid claims data to the progress notes submitted for review. When documentation submitted does not support the billed services, the reviewer will deny the services ~~which that~~ are not supported by documentation. If the reviewer sees a deficiency during a retrospective review, then the provider will be informed that it has the opportunity to submit information that supports the paid claim. If the information submitted does not support the paid claim, the reviewer will send a denial letter to the provider and the client. Each denial letter contains a rationale for the denial that is record-specific and each party is provided information about requesting reconsideration review or a fair hearing.

Each retrospective review, and any adverse action resulting from a retrospective review, shall comply with the Medicaid Fairness Act. ~~DMHS~~ will ensure that its contractor(s) is/are furnished a copy of the Act.

229.000 Medicaid Client Appeal Process

1-1-234

When an adverse decision is received, the client may request a fair hearing of the denial decision.

The appeal request must be in writing and received by the Appeals and Hearings ~~Section office of the Department of Human Services~~ ~~DHS~~ within thirty (30) days of the date on the letter explaining the denial of services.

229.200 Recoupment Process

1-1-234

The ~~Division of Medical Services (DMS), DHS~~ Utilization Review Section (UR) is required to initiate the recoupment process for all claims that the current contractor has denied because the records submitted do not support the claim of medical necessity.

Arkansas Medicaid will send the provider an Explanation of Recoupment Notice that will include the claim date of service, Medicaid client name and ID number, service provided, amount paid by Medicaid, amount to be recouped, and the reason the recoupment is initiated.

231.000 Introduction to Extension of Benefits 1-1-234

~~The Division of Medical Services-DHS~~ contracts with third-party vendor to complete the prior authorization and extension of benefit processes.

231.200 Extension of Benefits 1-1-234

Extension of benefits is required for all services when the maximum benefit for the service is exhausted. Yearly service benefits are based on the state fiscal year running from July 1 to June 30. Extension of Benefits ~~is also~~ is required whenever a client exceeds eight (8) hours of outpatient services in one 24-hour day, with the exception of any service that is paid on a per diem basis.

Extension of ~~b~~eBenefit requests must be sent to the ~~DMHS~~DMHS-contracted entity to perform ~~e~~eExtensions of ~~b~~eBenefits for clients. [View or print current contractor contact information.](#) Information related to clinical management guidelines and authorization request processes is available at **current contractor’s website**.

240.100 Reimbursement 1-1-234

Reimbursement is based on the lesser of the billed amount or the Title XIX (Medicaid) maximum allowable for each procedure.

Reimbursement is contingent upon eligibility of both the client and provider at the time the service is provided and upon accurate completeness of the claim filed for the service. The provider is responsible for verifying that the client is eligible for Arkansas Medicaid prior to rendering services.

A. Counseling Services

Fifteen (15) -Minute Units, unless otherwise stated

Counseling Services must be billed on a per unit basis as indicated in the service definition, as reflected in a daily total, per client, per service.

Time spent providing services for a single client may be accumulated during a single, 24-hour calendar day. Providers may accumulatively bill for a single date of service, per client, per counseling service. Providers are not allowed to accumulatively bill for spanning dates of service.

All billing must reflect a daily total, per Counseling ~~S~~Sservice, based on the established procedure codes. No rounding is allowed.

The sum of the days’ time, in minutes, per service will determine how many units are allowed to be billed. That number must not be exceeded. The total of minutes per service must be compared to the following grid, which determines the number of units allowed.

| 15 Minute Units | Timeframe |
|-------------------|-----------------|
| One (1) unit = | 8 – 24 minutes |
| Two (2) units = | 25 – 39 minutes |
| Three (3) units = | 40 – 49 minutes |
| Four (4) units = | 50 – 60 minutes |

| 60 minute Units | Timeframe |
|-------------------|-----------------|
| One (1) unit = | 50-60 minutes |
| Two (2) units = | 110-120 minutes |
| Three (3) units = | 170-180 minutes |
| Four (4) units = | 230-240 minutes |
| Five (5) units = | 290-300 minutes |
| Six (6) units = | 350-360 minutes |
| Seven (7) units= | 410-420 minutes |
| Eight (8) units= | 470-480 minutes |

In a single claim transaction, a provider may bill only for service time accumulated within a single day for a single client. There is no “carryover” of time from one day to another or from one client to another.

Documentation in the client’s record must reflect exactly how the number of units is determined.

No more than four (4) units may be billed for a single hour per client or provider of the service.

241.000 Fee Schedule

1-1-234

Arkansas Medicaid provides fee schedules on the [DHMS website](#). The fees represent the fee-for-service reimbursement methodology.

Fee schedules do not address coverage limitations or special instructions applied by Arkansas Medicaid before final payment is determined.

Procedure codes and/or fee schedules do not guarantee payment, coverage or amount allowed. Information may be changed or updated at any time to correct a discrepancy and/or error. Arkansas Medicaid always reimburses the lesser of the amount billed or the Medicaid maximum.

242.000 Rate Appeal Process

1-1-234

A provider may request reconsideration of a ~~p~~Program decision by writing to the Assistant Director, ~~DHS~~ Division of Medical Services. This request must be received within twenty (20) calendar days following the application of policy and/or procedure or the notification of the provider of its rate. Upon receipt of the request for review, the Assistant Director will determine the need for a ~~P~~program/~~P~~provider conference and will contact the provider to arrange a conference, if needed. Regardless of the ~~P~~program decision, the provider will be afforded the opportunity for a conference, if he or she so wishes, for a full explanation of the factors involved and the ~~P~~program decision. Following review of the matter, the Assistant Director will notify the provider of the action to be taken by the Division within twenty (20) calendar days of receipt of the request for review or the date of the ~~P~~program/~~P~~provider conference.

If the decision of the Assistant Director, Division of Medical Services is unsatisfactory, the provider may then appeal the question to a standing Rate Review Panel, established by the Director of the Division of Medical Services, which will include one member of the Division of Medical Services, a representative of the provider association and a member of the ~~Department of Human Services (DHS)-DHS M~~management ~~S~~staff, who will serve as chair~~person~~man.

The request for review by the Rate Review Panel must be postmarked within fifteen (15) calendar days following the notification of the initial decision by the Assistant Director, Division of

Medical Services. The Rate Review Panel will meet to consider the question(s) within fifteen (15) calendar days after receipt of a request for such appeal. The question(s) will be heard by the panel and a recommendation will be submitted to the Director of the Division of Medical Services.

251.000 Introduction to Billing

1-1-234

Counseling Services providers use the CMS-1500 form to bill ~~the~~ Arkansas Medicaid Program on paper for services provided to eligible Medicaid clients. Each claim may contain charges for only one (1) client. [View a CMS-1500 sample form.](#)

Section III of this manual contains information about available options for electronic claim submission.

252.112 Group Behavioral Health Counseling

1-1-234

| CPT®/HCPCS PROCEDURE CODE | | PROCEDURE CODE DESCRIPTION |
|---|-----------|--|
| View or print the procedure codes for counseling services. | | Group psychotherapy (other than of a multiple-family group) |
| SERVICE DESCRIPTION | | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Group Behavioral Health Counseling is a face-to-face treatment provided to a group of clients. Services leverage the emotional interactions of the group's members to assist in each client's treatment process, support their rehabilitation effort, and to minimize relapse. Services pertain to a client's (a) Mental Health or (b) Substance Abuse condition, or both. Additionally, tobacco cessation counseling is a component of this service.</p> <p>Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs as identified by the client and provided with cultural competence.</p> | | <ul style="list-style-type: none"> • Date of Service • Start and stop times of actual group encounter that includes identified client • Place of service • Number of participants • Diagnosis and pertinent interval history • Focus of group • Brief mental status and observations • Rationale for group counseling must coincide with the most recent intake assessment • Client's response to the group counseling that includes current progress or regression and prognosis • Any revisions indicated for diagnosis, or medication concerns • Plan for next group session, including any homework assignments or crisis plans, or both • Staff signature/credentials/date of signature |
| NOTES | UNIT | BENEFIT LIMITS |
| This does NOT include psychosocial groups. Clients eligible for Group Behavioral Health Counseling must demonstrate the ability to benefit from experiences shared by others, the ability to participate in a group dynamic process while respecting the others' rights to confidentiality, and must be able to integrate feedback received from other group members. For groups of clients eighteen (18) years of age | Encounter | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED</p> |

| | | |
|---|---|--|
| <p>and over, the minimum number that must be served in a specified group is two (2). The maximum that may be served in a specified group is twelve (12). For groups of clients under eighteen (18) years of age, the minimum number that must be served in a specified group is two (2). The maximum that may be served in a specified group is ten (10). A client must be at least four (4) years of age to receive group therapy. Group treatment must be age and developmentally appropriate, (i.e., sixteen (16) year-olds and four (4) year-olds must not be treated in the same group). Providers may bill for services only at times during which clients participate in group activities.</p> | | <p>(extension of benefits can be requested):</p> <p>Twelve (12) encounters</p> |
| <p>APPLICABLE POPULATIONS</p> | <p>SPECIAL BILLING INSTRUCTIONS</p> | |
| <p>Children, Youth, and Adults</p> | <p>A provider can only bill one (1) Group Behavioral Health Counseling encounter per day. There are twelve (12) total group behavioral health counseling encounters allowed per year, unless an extension of benefits is allowed by the Quality Improvement Organization contracted with Arkansas Medicaid.</p> | |
| <p>ALLOWED MODE(S) OF DELIVERY</p> | <p>TIER</p> | |
| <p>Face-to-face Telemedicine (Adults, eighteen (18) years of age and above)</p> | <p>Counseling</p> | |
| <p>ALLOWABLE PERFORMING PROVIDERS</p> | <p>PLACE OF SERVICE</p> | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master’s/Doctoral • Non-independently Licensed Clinicians – Master’s/Doctoral • Licensed Alcoholism and Drug Abuse Counselor Master’s • Advanced Practice Nurses • Physicians | <p>02 (Telemedicine), 03 (School), 10 (Telehealth Provided in Client’s Home), 11 (Office), 49 (Independent Clinic), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substances Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic)</p> | |

252.117 Mental Health Diagnosis

1-1-234

| | |
|--|--|
| <p>CPT®/HCPCS PROCEDURE CODE</p> | <p>PROCEDURE CODE DESCRIPTION</p> |
| <p>View or print the procedure codes for counseling services.</p> | <p>Psychiatric diagnostic evaluation (with no medical services)</p> |
| <p>SERVICE DESCRIPTION</p> | <p>MINIMUM DOCUMENTATION REQUIREMENTS</p> |
| <p>Mental Health Diagnosis is a clinical service for the purpose of determining the existence, type, nature, and appropriate treatment of a mental illness, or related disorder, as described in the current allowable DSM. This service may</p> | <ul style="list-style-type: none"> • Date of Service • Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation |

| <p>include time spent for obtaining necessary information for diagnostic purposes. The psychodiagnostics process may include but is not limited to: a psychosocial and medical history, diagnostic findings, and recommendations. This service must include a face-to-face or telemedicine component and will serve as the basis for documentation of modality and issues to be addressed (plan of care). Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs as identified by the client and provided with cultural competence.</p> | <ul style="list-style-type: none"> • Place of service • Identifying information • Referral reason • Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment • Culturally and age-appropriate psychosocial history and assessment • Mental status (Clinical observations and impressions) • Current functioning plus strengths and needs • DSM diagnostic impressions • Treatment recommendations • Staff signature/credentials/date of signature | |
|--|--|---|
| NOTES | UNIT | BENEFIT LIMITS |
| <p>This service may be billed for face-to-face contact as well as for time spent obtaining necessary information for diagnostic purposes; however, this time may NOT be used for development or submission of required paperwork processes</p> <p>This service can be provided via telemedicine</p> <p>*Dyadic treatment is available for parent/caregiver and child for dyadic treatment of children from zero through forty-seven (0-47) months of age and parent/caregiver. A Mental Health Diagnosis will be required for all children through forty-seven (47) months of age to receive services. This service includes up to four (4) encounters for children through the age of forty-seven (47) months of age and can be provided without a prior authorization. This service must include an assessment of:</p> <ul style="list-style-type: none"> ○ Presenting symptoms and behaviors ○ Developmental and medical history ○ Family psychosocial and medical history ○ Family functioning, cultural and communication patterns, and current environmental conditions and stressors ○ Clinical interview with the primary caregiver and observation of the | <p>Encounter</p> | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED (extension of benefits can be requested): One (1)</p> |

| | | |
|---|---|--|
| <p>caregiver-infant relationship and interactive patterns and</p> <ul style="list-style-type: none"> ○ Child’s affective, language, cognitive, motor, sensory, self-care, and social functioning | | |
| <p>APPLICABLE POPULATIONS</p> | <p>SPECIAL BILLING INSTRUCTIONS</p> | |
| <p>Children, Youth, and Adults Residents of Long-Term Care</p> | <p>The following codes cannot be billed on the Same Date of Service: Psychiatric Assessment View or print the procedure codes for counseling services.</p> | |
| <p>ALLOWED MODE(S) OF DELIVERY</p> | <p>TIER</p> | |
| <p>Face-to-face Telemedicine (Adults, Youth, and Children)</p> | <p>Counseling</p> | |
| <p>ALLOWABLE PERFORMING PROVIDER</p> | <p>PLACE OF SERVICE</p> | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master’s/Doctoral • Non-independently Licensed Clinicians – Master’s/Doctoral • Advanced Practice Nurses • Physicians • Providers of dyadic services must be trained and certified in specific evidence-based practices to be reimbursed for those services <ul style="list-style-type: none"> ○ Independently Licensed Clinicians – Parent/Caregiver and Child (Dyadic treatment of Children from zero through forty-seven (0-47) months of age and Parent/Caregiver) Provider ○ Non-independently Licensed Clinicians – Parent/Caregiver and Child (Dyadic treatment of Children from zero through forty-seven (0-47) months of age and Parent/Caregiver) Provider | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client’s Home), 11 (Office) 12 (Patient’s Home), 32 (Nursing Facility), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic)</p> | |

252.119

Substance Abuse Assessment

1-1-234

| | |
|---|--|
| <p>CPT®/HCPCS PROCEDURE CODE</p> | <p>PROCEDURE CODE DESCRIPTION</p> |
| <p>View or print the procedure codes for counseling services.</p> | <p>Alcohol and/or drug assessment</p> |
| <p>SERVICE DESCRIPTION</p> | <p>MINIMUM DOCUMENTATION REQUIREMENTS</p> |

| <p>Substance Abuse Assessment is a service that identifies and evaluates the nature and extent of a client’s substance abuse condition using the Addiction Severity Index (ASI) or an assessment instrument approved by DHS. The assessment must screen for and identify any existing co-morbid conditions. The assessment should assign a diagnostic impression to the client, resulting in a treatment recommendation and referral appropriate to effectively treat the condition(s) identified.</p> <p>Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs, as identified by the client, and provided with cultural competence.</p> | <ul style="list-style-type: none"> • Date of Service • Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation • Place of service • Identifying information • Referral reason • Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment • Cultural and age-appropriate psychosocial history and assessment • Mental status (Clinical observations and impressions) • Current functioning and strengths in specified life domains • DSM diagnostic impressions • Treatment recommendations and prognosis for treatment • Staff signature/credentials/date of signature | |
|---|---|---|
| NOTES | UNIT | BENEFIT LIMITS |
| <p>The assessment process results in the assignment of a diagnostic impression, client recommendation for treatment regimen appropriate to the condition and situation presented by the client, initial plan (provisional) of care, and referral to a service appropriate to effectively treat the condition(s) identified. If indicated, the assessment process must refer the client for a psychiatric consultation.</p> | <p>Encounter</p> | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED (extension of benefits can be requested): One (1)</p> |
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS | |
| <p>Children, Youth, and Adults</p> | <p>The following codes cannot be billed on the Same Date of Service:</p> <p>Interpretation of Diagnosis</p> <p>View or print the procedure codes for counseling services.</p> | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| <p>Face-to-face</p> <p>Telemedicine (Adults, Youth, Children)</p> | <p>Counseling</p> | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master’s/Doctoral | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client’s</p> | |

| | |
|--|--|
| <ul style="list-style-type: none"> • Non-independently Licensed Clinicians – Master’s/Doctoral • Advanced Practice Nurses • Physicians • Licensed Alcoholism and Drug Abuse Counselor Master’s | Home), 11 (Office) 12 (Patient’s Home), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic) |
|--|--|

252.123

Intensive Outpatient Substance Abuse Treatment

1-1-234

| PROCEDURE CODES | PROCEDURE CODE DESCRIPTION | |
|--|---|---|
| View or print the procedure codes for counseling services. | Intensive outpatient treatment for alcohol and/or substance abuse. Treatment program must operate a minimum of three (3) hours per day and at least three (3) days per week. The treatment is based on an individualized plan of care including assessment, counseling, crisis intervention, activity therapies or education. | |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS | |
| Intensive Outpatient Services provide group based, non-residential, intensive, structured interventions consisting primarily of counseling and education to improve symptoms that may significantly interfere with functioning in at least one (1) life domain (e.g., familial, social, occupational, educational, etc.). Services are goal-oriented interactions with the individual or in group/family settings. This community-based service allows the individual to apply skills in “real world” environments. Such treatment may be offered during the day, before or after work or school, in the evening or on a weekend. The services follow a defined set of policies and procedures or clinical protocols. The service also provides a coordinated set of individualized treatment services to persons who are able to function in a school, work, and home environment but are in need of treatment services beyond traditional outpatient programs. Treatment may appropriately be used to transition persons from higher levels of care or may be provided for persons at risk of being admitted to higher levels of care. Intensive outpatient programs provide nine (9) or more hours per week of skilled treatment, three to five (3-5) times per week in groups of no fewer than three (3) and no more than twelve (12) clients. | <ul style="list-style-type: none"> • Date of service • Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation • Place of service • Identifying information • Referral reason • Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment • Diagnostic impressions • Rationale for service including consistency with plan of care • Brief mental status and observations • Current functioning and strengths in specified life domains • Client’s response to the intervention that includes current progress or regression and prognosis • Staff signature/credentials/date of signature(s) | |
| NOTES | UNIT | BENEFIT LIMITS |
| | Per Diem | YEARLY MAXIMUM OF UNITS THAT MAY BE BILLED: (extension of benefits can be |

| | requested) Twenty-four (24) |
|---|--|
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS |
| Adults and Youth | A provider may not bill for any other service on the same date of service. |
| ALLOWED MODE(S) OF DELIVERY | TIER |
| Face-to-face | Counseling |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE |
| Intensive Outpatient Substance Abuse Treatment must be provided in a facility that is licensed by the Division of Provider Services and Quality Assurance DHS as an Intensive Outpatient Substance Abuse Treatment Provider. | 11 (Office) 14 (Group Home), 22 (On Campus – OP Hospital), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), |

255.000 — Crisis Stabilization Intervention

4-1-23

| PROCEDURE CODES | PROCEDURE CODE DESCRIPTION | |
|---|--|----------------|
| View or print the procedure codes for counseling services. | Crisis Stabilization service, per fifteen (15) minutes | |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS | |
| <p>Crisis Stabilization Intervention is a scheduled face-to-face (or telemedicine) treatment activity provided to a client who has recently experienced a psychiatric or behavioral health crisis that is expected to further stabilize, prevent deterioration, and serve as an alternative to twenty-four (24) hour inpatient care.</p> <p>Services are to be congruent with the age, strengths, needed accommodation for any disability, and cultural framework of the client and their family.</p> | <ul style="list-style-type: none"> • Date of service • Start and stop time of actual encounter with client and possible collateral contacts with caregivers or informed persons • Place of service • Specific persons providing pertinent information and relationship to client • Diagnosis and synopsis of events leading up to crisis situation • Brief mental status and observations • Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized • Client's response to the intervention that includes current progress or regression and prognosis • Clear resolution of the current crisis and/or plans for further services • Development of a clearly defined crisis plan or revision to existing plan • Staff signature/credentials/date of signature(s) | |
| NOTES | UNIT | BENEFIT LIMITS |

| | | |
|--|---|--|
| <p>A psychiatric or behavioral crisis is defined as an acute situation in which an individual is experiencing a serious mental illness or emotional disturbance to the point that the client or others are at risk for imminent harm or in which to prevent significant deterioration of the client's functioning.</p> <p>This service is a planned intervention that MUST be on the client's treatment plan to serve as an alternative to twenty-four (24) -hour inpatient care.</p> | <p>Fifteen (15) minutes</p> | <p>DAILY MAXIMUM OF UNITS THAT MAY BE BILLED: Twelve (12) units</p> <p>YEARLY MAXIMUM OF UNITS THAT MAY BE BILLED (extension of benefits can be requested): Seventy-two (72) units</p> |
| <p>APPLICABLE POPULATIONS</p> | <p>SPECIAL BILLING INSTRUCTIONS</p> | |
| <p>Children, Youth, and Adults</p> | | |
| <p>ALLOWED MODE(S) OF DELIVERY</p> | <p>TIER</p> | |
| <p>Face to face Telemedicine (Adults, Youth, and Children)</p> | <p>Crisis</p> | |
| <p>ALLOWABLE PERFORMING PROVIDERS</p> | <p>PLACE OF SERVICE</p> | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians— Master's/Doctoral • Non-independently Licensed Clinicians— Master's/Doctoral • Licensed Alcoholism and Drug Abuse Counselor Master's • Advanced Practice Nurses • Physicians | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client's Home), 11 (Office), 12 (Patient's Home), 15 (Mobile Unit), 23 (Emergency Room), 33 (Custodial Care facility), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic), 99 (Other Location)</p> | |

255.001

Crisis Intervention

1-1-234

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION |
|---|--|
| <p>View or print the procedure codes for counseling services.</p> | <p>Crisis intervention service, per fifteen (15) minutes</p> |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Crisis Intervention is unscheduled, immediate, short-term treatment activities provided to a Medicaid-eligible client who is experiencing a psychiatric or behavioral crisis. Services are to be congruent with the age, strengths, needed accommodation for any disability, and cultural framework of the client and his/her family. These services are designed to stabilize the person in crisis, prevent further deterioration and provide immediate indicated treatment in the least restrictive setting. (These activities include evaluating a Medicaid-eligible client to determine if the need for crisis services is present.)</p> | <ul style="list-style-type: none"> • Date of service • Start and stop time of actual encounter with client and possible collateral contacts with caregivers or informed persons • Place of service • Specific persons providing pertinent information and relationship to client • Diagnosis and synopsis of events leading up to crisis situation • Brief mental status and observations • Utilization of previously established |

| <p>Services are to be congruent with the age, strengths, needed accommodation for any disability, and cultural framework of the client and their family.</p> | <p>psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized</p> <ul style="list-style-type: none"> • Client's response to the intervention that includes current progress or regression and prognosis • Clear resolution of the current crisis and/or plans for further services • Development of a clearly defined crisis plan or revision to existing plan • Staff signature/credentials/date of signature(s) | |
|--|--|--|
| NOTES | UNIT | BENEFIT LIMITS |
| <p>A psychiatric or behavioral crisis is defined as an acute situation, in which an individual is experiencing a serious mental illness or emotional disturbance to the point that the client or others are at risk for imminent harm, or in which to prevent significant deterioration of the client's functioning.</p> <p>This service can be provided to clients that have not been previously assessed or have not previously received behavioral health services. No PCP referral is required for crisis intervention</p> <p>The provider of this service MUST complete a Mental Health Diagnosis within seven (7) days of provision of this service, if provided to a client who is not currently a client.</p> <p>View or print the procedure codes for counseling services.</p> <p>If the client cannot be contacted or does not return for a Mental Health Diagnosis appointment, attempts to contact the client must be placed in the client's medical record. If the client needs more time to be stabilized, this must be noted in the client's medical record and the Division of Medical Services-DHS Quality Improvement Organization (QIO) must be notified.</p> | <p>Fifteen (15) minutes</p> | <p>DAILY MAXIMUM OF UNITS THAT MAY BE BILLED: twelve (12)</p> <p>YEARLY MAXIMUM OF UNITS THAT MAY BE BILLED (extension of benefits can be requested): seventy-two (72)</p> |
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS | |
| <p>Children, Youth, and Adults</p> | | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| <p>Face-to-face</p> <p>Telemedicine (Adults, Youth, and Children)</p> | <p>Crisis</p> | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master's/Doctoral | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client's</p> | |

| | |
|---|--|
| <ul style="list-style-type: none"> • Non-independently Licensed Clinicians – Master’s/Doctoral • Advanced Practice Nurses • Physicians | Home), 11 (Office) 12 (Patient’s Home), 15 (Mobile Unit), 23 (Emergency Room), 33 (Custodial Care facility), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic), 99 (Other Location) |
|---|--|

255.003

Acute Crisis Units

1-1-234

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION | |
|---|---|----------------|
| View or print the procedure codes for counseling services. | Behavioral Health; short-term residential | |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS | |
| <p>Acute Crisis Units provide brief (96 hours or less) crisis treatment services to persons eighteen (18) years of age and over, who are experiencing a psychiatric or substance abuse-related crisis, or both, and may pose an escalated risk of harm to self or others. Acute Crisis Units provide hospital diversion and step-down services in a safe environment with psychiatry and substance abuse services on-site at all times, as well as on-call psychiatry available twenty-four (24) hours a day. Services provide ongoing assessment and observation; crisis intervention; psychiatric, substance, and co-occurring treatment; and initiate referral mechanisms for independent assessment and care planning as needed. <u>Services can be extended beyond 96 hours with approved extension of benefits.</u></p> | <ul style="list-style-type: none"> • Date of service • Assessment information including mental health and substance abuse psychosocial evaluation, initial discharge plan, strengths and abilities to be considered for community re-entry • Place of service • Specific persons providing pertinent information and relationship to client • Diagnosis and synopsis of events leading up to acute crisis admission • Interpretive summary • Brief mental status and observations • Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized • Client’s response to the intervention that includes current progress or regression and prognosis • Clear resolution of the current crisis and/or plans for further services • Development of a clearly defined crisis plan or revision to existing plan • Thorough discharge plan including treatment and community resources • Staff signature/credentials/date of signature(s) | |
| NOTES | EXAMPLE ACTIVITIES | |
| | | |
| APPLICABLE POPULATIONS | UNIT | BENEFIT LIMITS |

| | | |
|--|----------|---|
| Adults | Per Diem | <ul style="list-style-type: none"> Ninety-six (96) hours or less per admission; Extension of Benefits required for additional days |
| | | PROGRAM SERVICE CATEGORY |
| | | Crisis Services |
| ALLOWED MODE(S) OF DELIVERY | | TIER |
| Face-to-face | | N/A |
| ALLOWABLE PERFORMING PROVIDERS | | PLACE OF SERVICE |
| Acute Crisis Units must be certified by the Division of Provider Services and Quality Assurance-DHS as an Acute Crisis Unit Provider. | | 55 (Residential Substance Abuse Treatment Facility), 56 (Psychiatric Residential Treatment Center) |

255.004

Substance Abuse Detoxification

1-1-234

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION |
|---|---|
| View or print the procedure codes for counseling services. | Alcohol and/or drug services; detoxification |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Substance Abuse Detoxification is a set of interventions aimed at managing acute intoxication and withdrawal from alcohol or other drugs. Services help stabilize clients by clearing toxins from the client's body. Services are short-term and may be provided in a crisis unit, inpatient, or outpatient setting, and may include evaluation, observation, medical monitoring, and addiction treatment. Detoxification seeks to minimize the physical harm caused by the abuse of substances and prepares the client for ongoing treatment.</p> | <ul style="list-style-type: none"> Date of service Assessment information including mental health and substance abuse psychosocial evaluation, initial discharge plan, strengths and abilities to be considered for community re-entry Place of service Specific persons providing pertinent information and relationship to client Diagnosis and synopsis of events leading up to acute crisis admission Interpretive summary Brief mental status and observations Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized Client's response to the intervention that includes current progress or regression and prognosis Clear resolution of the current crisis and/or plans for further services Development of a clearly defined crisis plan or revision to existing plan |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Thorough discharge plan including treatment and community resources • Staff signature/credentials/date of signature(s) | |
| NOTES | EXAMPLE ACTIVITIES | |
| | | |
| APPLICABLE POPULATIONS | UNIT | BENEFIT LIMITS |
| Youth and Adults | N/A | <ul style="list-style-type: none"> • Six (6) encounters per SFY; Extension of Benefits required for additional encounters |
| | PROGRAM SERVICE CATEGORY | |
| | Crisis Services | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| Face-to-face | N/A | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| Substance Abuse Detoxification must be provided in a facility that is licensed by the Division of Provider Services and Quality Assurance-DHS as a Substance Abuse Detoxification provider. | 21 (Inpatient Hospital), 55 (Residential Substance Abuse Treatment Facility) | |

256.510

Completion of the CMS-1500 Claim Form

1-1-234

| Field Name and Number | Instructions for Completion |
|---|--|
| 1. (type of coverage) | Not required. |
| 1a. INSURED'S I.D. NUMBER (For Program in Item 1) | Client's or participant's 10-digit Medicaid or ARKids First-A or ARKids First-B identification number. |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial) | Client's or participant's last name and first name. |
| 3. PATIENT'S BIRTH DATE | Client's or participant's date of birth as given on the individual's Medicaid or ARKids First-A or ARKids First-B identification card. Format: MM/DD/YY. |
| SEX | Check M for male or F for female. |
| 4. INSURED'S NAME (Last Name, First Name, Middle Initial) | Required if insurance affects this claim. Insured's last name, first name, and middle initial. |
| 5. PATIENT'S ADDRESS (No., Street) | Optional. Client's or participant's complete mailing address (street address or post office box). |
| CITY | Name of the city in which the client or participant resides. |
| STATE | Two-letter postal code for the state in which the client or participant resides. |

| Field Name and Number | Instructions for Completion |
|--|---|
| ZIP CODE | Five-digit zip code; nine digits for post office box. |
| TELEPHONE (Include Area Code) | The client's or participant's telephone number or the number of a reliable message/contact/ emergency telephone |
| 6. PATIENT RELATIONSHIP TO INSURED | If insurance affects this claim, check the box indicating the patient's relationship to the insured. |
| 7. INSURED'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) | Required if insured's address is different from the patient's address. |
| 8. PATIENT STATUS | Not required. |
| 9. OTHER INSURED'S NAME (Last name, First Name, Middle Initial) | If patient has other insurance coverage as indicated in Field 11d, the other insured's last name, first name, and middle initial. |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER | Policy and/or group number of the insured individual. |
| b. OTHER INSURED'S DATE OF BIRTH | Not required. |
| SEX | Not required. |
| c. EMPLOYER'S NAME OR SCHOOL NAME | Required when items 9 a-d are required. Name of the insured individual's employer and/or school. |
| d. INSURANCE PLAN NAME OR PROGRAM NAME | Name of the insurance company. |
| 10. IS PATIENT'S CONDITION RELATED TO: | |
| a. EMPLOYMENT? (Current or Previous) | Check YES or NO. |
| b. AUTO ACCIDENT? | Required when an auto accident is related to the services. Check YES or NO. |
| PLACE (State) | If 10b is YES, the two-letter postal abbreviation for the state in which the automobile accident took place. |
| c. OTHER ACCIDENT? | Required when an accident other than automobile is related to the services. Check YES or NO. |
| 10d. RESERVED FOR LOCAL USE | Not used. |
| 11. INSURED'S POLICY GROUP OR FECA NUMBER | Not required when Medicaid is the only payer. |
| a. INSURED'S DATE OF BIRTH | Not required. |

| Field Name and Number | Instructions for Completion |
|--|--|
| SEX | Not required. |
| b. EMPLOYER'S NAME OR SCHOOL NAME | Not required. |
| c. INSURANCE PLAN NAME OR PROGRAM NAME | Not required. |
| d. IS THERE ANOTHER HEALTH BENEFIT PLAN? | When private or other insurance may or will cover any of the services, check YES and complete items 9a through 9d. |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE | Not required. |
| 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE | Not required. |
| 14. DATE OF CURRENT: ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY (LMP) | Required when services furnished are related to an accident, whether the accident is recent or in the past. Date of the accident. |
| 15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE | Not required. |
| 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION | Not required. |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE | Primary Care Physician (PCP) referral or PCMH sign-off is required for Counseling Services for all clients after ten (10) counseling services. If services are the result of a Child Health Services (EPSDT) screening/referral, enter the referral source, including name and title. Not required. |
| 17a. (blank) | Not required. |
| 17b. NPI | Enter NPI of the referring physician. Not required. |
| 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES | When the serving/billing provider's services charged on this claim are related to a client's or participant's inpatient hospitalization, enter the individual's admission and discharge dates. Format: MM/DD/YY. |
| 19. RESERVED FOR LOCAL USE | Not applicable to Counseling Services. |
| 20. OUTSIDE LAB? | Not required. |
| \$ CHARGES | Not required. |

| Field Name and Number | Instructions for Completion |
|--|--|
| 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY | <p>Enter the applicable ICD indicator to identify which version of ICD codes is being reported.</p> <p>Use "9" for ICD-9-CM.</p> <p>Use "0" for ICD-10-CM.</p> <p>Enter the indicator between the vertical, dotted lines in the upper right-hand portion of the field.</p> <p>Diagnosis code for the primary medical condition for which services are being billed. Use the appropriate International Classification of Diseases (ICD). List no more than 12 diagnosis codes. Relate lines A-L to the lines of service in 24E by the letter of the line. Use the highest level of specificity.</p> |
| 22. MEDICAID RESUBMISSION CODE | Reserved for future use. |
| ORIGINAL REF. NO. | Reserved for future use. |
| 23. PRIOR AUTHORIZATION NUMBER | The prior authorization or benefit extension control number if applicable. |
| 24A. DATE(S) OF SERVICE | <p>The "from" and "to" dates of service for each billed service. Format: MM/DD/YY.</p> <ol style="list-style-type: none"> 1. On a single claim detail (one charge on one line), bill only for services provided within a single calendar month. 2. Providers may bill on the same claim detail for two or more sequential dates of service within the same calendar month when the provider furnished equal amounts of the service on each day of the date sequence. |
| B. PLACE OF SERVICE | Two-digit national standard place of service code. See Section 252.200 for codes. |
| C. EMG | Enter "Y" for "Yes" or leave blank if "No". EMG identifies if the service was an emergency. |
| D. PROCEDURES, SERVICES, OR SUPPLIES | Enter the correct CPT or HCPCS procedure codes from Sections 252.100 through 252.150. |
| CPT/HCPCS | Enter the correct CPT or HCPCS procedure codes from Sections 252.100 through 252.150. |
| MODIFIER | Use applicable modifier. |

| Field Name and Number | Instructions for Completion |
|-----------------------------|--|
| E. DIAGNOSIS POINTER | Enter the diagnosis code reference letter (pointer) as shown in Item Number 21 to relate to the date of service and the procedures performed to the primary diagnosis. When multiple services are performed, the primary reference letter for each service should be listed first; other applicable services should follow. The reference letter(s) should be A-L or multiple letters as applicable. The "Diagnosis Pointer" is the line letter from Item Number 21 that relates to the reason the service(s) was performed. |
| F. \$ CHARGES | The full charge for the service(s) totaled in the detail. This charge must be the usual charge to any client, patient, or other client of the provider's services. |
| G. DAYS OR UNITS | The units (in whole numbers) of service(s) provided during the period indicated in Field 24A of the detail. |
| H. EPSDT/Family Plan | Enter E if the services resulted from a Child Health Services (EPSDT) screening/referral. |
| I. ID QUAL | Not required. |
| J. RENDERING PROVIDER ID # | Enter the 9-digit Arkansas Medicaid provider ID number of the individual who furnished the services billed for in the detail or |
| NPI | Enter NPI of the individual who furnished the services billed for in the detail. |
| 25. FEDERAL TAX I.D. NUMBER | Not required. This information is carried in the provider's Medicaid file. If it changes, please contact Provider Enrollment. |
| 26. PATIENT'S ACCOUNT NO. | Optional entry that may be used for accounting purposes; use up to 16 numeric or alphabetic characters. This number appears on the Remittance Advice as "MRN." |
| 27. ACCEPT ASSIGNMENT? | Not required. Assignment is automatically accepted by the provider when billing Medicaid. |
| 28. TOTAL CHARGE | Total of Column 24F—the sum all charges on the claim. |
| 29. AMOUNT PAID | Enter the total of payments previously received on this claim. Do not include amounts previously paid by Medicaid. Do not include in this total the automatically deducted Medicaid or ARKids First-B co-payments. |
| 30. RESERVED | Reserved for NUCC use. |

| Field Name and Number | Instructions for Completion |
|---|--|
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS | The provider or designated authorized individual must sign and date the claim certifying that the services were personally rendered by the provider or under the provider's direction. "Provider's signature" is defined as the provider's actual signature, a rubber stamp of the provider's signature, an automated signature, a typewritten signature, or the signature of an individual authorized by the provider rendering the service. The name of a clinic or group is not acceptable. |
| 32. SERVICE FACILITY LOCATION INFORMATION a. (blank) b. Service Site Medicaid ID number | Enter the name and street, city, state, and zip code of the facility where services were performed. Not required. Enter the 9-digit Arkansas Medicaid provider ID number of the service site. |
| 33. BILLING PROVIDER INFO & PH # a. (blank) b. (blank) | Billing provider's name and complete address. Telephone number is requested but not required. Enter NPI of the billing provider or Enter the 9-digit Arkansas Medicaid provider ID number of the billing provider. |

TOC required**202.000 Arkansas Medicaid Participation Requirements for Counseling Services**

1-1-24

All behavioral health providers approved to receive Medicaid reimbursement for services to Medicaid clients must meet specific qualifications.

Providers must meet the Provider Participation and enrollment requirements contained within Section 140.000 of this manual as well as the following criteria to be eligible to participate in the Arkansas Medicaid Program:

- A. Providers must be located within the State of Arkansas.
- B. Must be certified by the appropriate DHS division as a Behavioral Health Agency, a Community Support Systems Provider Agency- Intensive or Enhanced, or be certified by the Dept. of Education as a school-based mental health provider.
 1. Independently licensed practitioners (ILPs) can enroll directly as an Independently Licensed Practitioner without certification: ILPs include:
 - a. Licensed Clinical Certified Social Worker (LCSW)
 - b. Licensed Marital and Family Therapist (LMFT)
 - c. Licensed Psychologist (LP)
 - d. Licensed Psychological Examiner – Independent (LPEI)
 - e. Licensed Professional Counselor (LPC)
 - f. Licensed Alcohol and Drug Abuse Counselor (LADAC)
 2. Group practices of Independently Licensed Practitioners can enroll directly without certification.
- C. The provider must give notification to the Office of the Medicaid Inspector General (OMIG) on or before the tenth day of each month of all covered health care practitioners who perform services on behalf of the provider. The notification must include the following information for each covered health care practitioner:
 1. Name/Title
 2. Enrolled site(s) where services are performed
 3. Social Security Number
 4. Date of Birth
 5. Home Address
 6. Start Date
 7. End Date (if applicable)

Notification is not required when the list of covered health care practitioners remains unchanged from the previous notification.

DHS shall exclude providers for the reasons stated in 42 U.S.C. §1320a-7(a) and implementing regulations and may exclude providers for the reasons stated in 42 U.S.C. §1320a-7(b) and implementing regulations. The following factors shall be considered by DHS in determining whether sanction(s) should be imposed:

- A. Seriousness of the offense(s)

- B. Extent of violation(s)
- C. History of prior violation(s)
- D. Whether an indictment or information was filed against the provider or a related party as defined in DHS Policy 1088, titled DHS Participant Exclusion Rule.

210.100 Coverage of Services

1-1-24

Counseling Services are limited to enrolled providers as indicated in 202.000 who offer core counseling services for the treatment of behavioral disorders.

Counseling Services providers must establish an emergency response plan. Each provider must have 24-hour emergency response capability to meet the emergency treatment needs of the Counseling Services clients served by the provider. The provider must implement and maintain a written policy reflecting the specific coverage plan to meet this requirement. A machine recorded voice mail message to call 911 or report to the nearest emergency room in and of itself is not sufficient to meet the requirement.

All Counseling Services providers must demonstrate the capacity to provide effective, equitable, understandable, and respectful quality care and services that are responsive to different cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

210.200 Staff Requirements

1-1-24

Each Counseling Services provider must ensure that they employ staff which are able and available to provide appropriate and adequate services offered by the provider. Counseling Services staff members must provide services only within the scope of their individual licensure. The following chart lists the terminology used in this provider manual and explains the licensure, certification, and supervision that are required for each performing provider type. Non-independently licensed clinicians must serve as a rendering provider through a certified agency provider.

| PROVIDER TYPE | LICENSES | STATE CERTIFICATION REQUIRED | SUPERVISION |
|---|--|--|--------------|
| Independently Licensed Clinicians – Master's/Doctoral | Licensed Certified Social Worker (LCSW) Licensed Marital and Family Therapist (LMFT) Licensed Psychologist (LP) Licensed Psychological Examiner – Independent (LPEI) Licensed Professional Counselor (LPC) | Yes, must be licensed through the relevant licensing board to provide services | Not Required |
| Non-independently | Licensed Master | Yes, must be licensed | Required |

| PROVIDER TYPE | LICENSES | STATE CERTIFICATION REQUIRED | SUPERVISION |
|---|--|--|---|
| Licensed Clinicians – Master’s/Doctoral | Social Worker (LMSW) Licensed Associate Marital and Family Therapist (LAMFT) Licensed Associate Counselor (LAC) Licensed Psychological Examiner (LPE) Provisionally Licensed Psychologist (PLP) Provisionally Licensed Master Social Worker (PLMSW) | through the relevant licensing board to provide services and be employed or contracted by a certified Behavioral Health Agency, Community Support System Agency, or certified by the Dept. of Education as a school-based mental health provider | |
| Licensed Alcoholism and Drug Abuse Counselor Master’s | Licensed Alcoholism and Drug Abuse Counselor (LADAC) Master’s Doctoral | Yes, must be licensed through the relevant licensing board to provide services | |
| Advanced Practice Nurse (APN) | Adult Psychiatric Mental Health Clinical Nurse Specialist Child Psychiatric Mental Health Clinical Nurse Specialist Adult Psychiatric Mental Health APN Family Psychiatric Mental Health APN | Must be employed or contracted by a certified Behavioral Health Agency, or Community Support System Agency | Collaborative Agreement with Physician Required |
| Physician | Doctor of Medicine (MD) Doctor of Osteopathic Medicine (DO) | Must be employed or contracted by a certified Behavioral Health Agency, or Community Support System Agency | Not Required |

The services of a medical records librarian are required. The medical records librarian (or person performing the duties of the medical records librarian) shall be responsible for ongoing quality controls, for continuity of patient care, and patient traffic flow. The librarian shall assure that records are maintained, completed and preserved; that required indexes and registries are maintained, and that statistical reports are prepared. This staff member will be personally responsible for ensuring that information on enrolled patients is immediately retrievable,

establishing a central records index, and maintaining service records in such a manner as to enable a constant monitoring of continuity of care.

When a Counseling Services provider files a claim with Arkansas Medicaid, the staff member who actually performed the service must be identified on the claim as the rendering provider. This action is taken in compliance with the federal Improper Payments Information Act of 2002 (IPIA), Public Law 107-300, and the resulting Payment Error Rate Measurement (PERM) program initiated by the Centers for Medicare and Medicaid Services (CMS).

211.300 Certification of Performing Providers 1-1-24

As illustrated in the chart in § 211.200, certain Counseling Services billing providers are required to be certified by DHS. The certification requirements for performing providers are located on the [DHS website](#).

212.000 Scope 1-1-24

The Counseling Services Program provides treatment and services that are provided by a certified Behavioral Health Services provider to Medicaid-eligible clients who have a Behavioral Health diagnosis as described in the American Psychiatric Association Diagnostic and Statistical Manual (DSM-5 and subsequent revisions).

Eligibility for services depends on the needs of the client. Counseling Services and Crisis Services can be provided to any client as long as the services are medically necessary.

Counseling services are time-limited behavioral health services provided by qualified licensed practitioners in an allowable setting for the purpose of assessing and treating mental health and/or substance abuse conditions. Counseling Services settings shall mean a behavioral health clinic/office, healthcare center, physician office, child advocacy center, home, shelter, group home, and/or school.

213.000 Counseling Services Program Entry 1-1-24

The intake assessment, either the Mental Health Diagnosis, Substance Abuse Assessment, or Psychiatric Assessment, must be completed prior to the provision of counseling services in the Counseling Services Program manual. This intake will assist providers in determining services needed and desired outcomes for the client. The intake must be completed by a behavioral health professional qualified by licensure and experienced in the diagnosis and treatment of behavioral health disorders.

Prior to continuing provision of counseling services, the provider must document medical necessity of Counseling Services. The documentation of medical necessity is a written intake assessment that evaluates the client's mental condition, and based on the client's diagnosis, determines whether treatment in the Counseling Services Program is appropriate. This documentation must be made part of the client's medical record.

[View or print the procedure codes for counseling services.](#)

214.100 Parent/Caregiver & Child (Dyadic treatment of Children age 0-47 months & Parent/Caregiver) 1-1-24

Counseling Services providers may provide dyadic treatment of clients age zero through forty-seven (0-47) months and the parent/caregiver of the eligible client. A prior authorization will be required for all dyadic treatment services (the Mental Health Diagnosis and Interpretation of Diagnosis DO NOT require a prior authorization). All performing providers of parent/caregiver and child Counseling Services MUST be certified by the appropriate DHS division to provide those services.

Providers will diagnose children through the age of forty-seven (47) months based on the most current version of the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood. Providers will then crosswalk the diagnosis to an allowable behavioral health diagnosis. Specified Z and T codes and conditions that may be the focus of clinical attention according to DSM 5 or subsequent editions will be allowable for this population.

214.300 Substance Abuse Covered Codes 1-1-24

Certain Counseling Services are covered by Arkansas Medicaid for an individual whose primary diagnosis is substance abuse. Licensed Practitioners may provide Substance Abuse Service within the scope of their practice. Individuals solely licensed as Licensed Alcoholism and Drug Abuse Counselors (LADAC) may only provide services to individuals with a primary substance use diagnosis. Behavioral Health Agency and Community Support System Providers Intensive and Enhanced sites must be licensed by the appropriate DHS division to provide Substance Abuse Services.

224.000 Physician's Role 1-1-24

Counseling Services providers are responsible for communication with the client's primary care physician to ensure psychiatric and medical conditions are monitored and addressed by appropriate physician oversight and that medication evaluation and prescription services are available to individuals requiring pharmacological management.

226.100 Documentation 1-1-24

All Counseling Services providers must develop and maintain sufficient written documentation to support each medical or remedial therapy, service, activity, or session for which Medicaid reimbursement is sought. This documentation, at a minimum, must:

- A. Be individualized to the client and specific to the services provided, duplicated notes are not allowed
- B. Include the date and actual time the services were provided
- C. Contain original signature, name, and credentials of the person who provided the services
- D. Document the setting in which the services were provided. For all settings other than the provider's enrolled sites, the name and physical address of the place of service must be included
- E. Document the relationship of the services to the treatment regimen described in the Treatment Plan
- F. Contain updates describing the patient's progress
- G. Document involvement, for services that require contact with anyone other than the client, evidence of conformance with HIPAA regulations, including presence in documentation of Specific Authorizations, if required

Documentation must be legible and concise. The name and title of the person providing the service must reflect the appropriate professional level in accordance with the staffing requirements found in Section 211.200.

All documentation must be available to representatives of DHS or Office of Medicaid Inspector General at the time of an audit. All documentation must be available at the provider's place of business. A provider will have 30 (thirty) days to submit additional documentation in response to a request from DHS or OMIG. Additional documentation will not be accepted after this thirty (30) day period.

228.000 Provider Reviews 1-1-24

The Utilization Review Section within DHS has the responsibility for assuring quality medical care for its clients, along with protecting the integrity of both state and federal funds supporting the Medical Assistance Program.

228.130 Retrospective Reviews 1-1-24

DHS has contracted with a Quality Improvement Organization (QIO) or QIO-like organization to perform retrospective (post payment) reviews of counseling services provided by Counseling Services providers. [View or print current contractor contact information.](#)

The reviews will be conducted by licensed mental health professionals who will examine the medical record for compliance with federal and state laws and regulations.

228.132 Review Sample and the Record Request 1-1-24

On a calendar quarterly basis, the DHS contractor will select a statistically valid random sample from an electronic data set of all Counseling Services beneficiaries whose dates of service occurred during the three (3) -month selection period. This sample will include a sample from each enrolled provider. If a client was selected in any of the three (3) calendar quarters prior to the current selection period, then the client will be excluded from the sample and an alternate client will be substituted. The utilization review process will be conducted in accordance with 42 CFR § 456.23.

A written request for medical record copies will be sent to each provider along with their identified client served and instructions for submitting the medical record. The request will include the client's name, date of birth, Medicaid identification number, and dates of service. The request also will include a list of the medical record components that must be submitted for review. The time limit for a provider to request reconsideration of an adverse action/decision stated in § 1 of the Medicaid Manual shall be the time limit to furnish requested records. If the requested information is not received by the deadline, a medical necessity denial will be issued.

All medical records must be submitted to the contractor via fax, mail, or electronic medium. [View or print current contractor contact information.](#) Records will not be accepted via email.

228.133 Review Process 1-1-24

The record will be reviewed using a review tool based upon the promulgated Medicaid Counseling Services manual. The review tool is designed to facilitate review of regulatory compliance, incomplete documentation, and medical necessity. All reviewers must have a professional license in therapy (LP, LCSW, LMSW, LPE, LPE-I, LPC, LAC, LMFT, LAMFT, etc.). The reviewer will screen the record to determine whether complete information was submitted for review. If it is determined that all requested information was submitted, then the reviewer will review the documentation in more detail to determine whether it meets medical necessity criteria based upon the reviewer's professional judgment.

If a reviewer cannot determine that the services were medically necessary, then the record will be given to a psychiatrist for review. If the psychiatrist denies some or all of the services, then a denial letter will be sent to the provider and the client. Each denial letter contains a rationale for the denial that is record-specific and each party is provided information about requesting reconsideration review or a fair hearing.

The reviewer also will compare the paid claims data to the progress notes submitted for review. When documentation submitted does not support the billed services, the reviewer will deny the services that are not supported by documentation. If the reviewer sees a deficiency during a retrospective review, then the provider will be informed that it has the opportunity to submit information that supports the paid claim. If the information submitted does not support the paid

claim, the reviewer will send a denial letter to the provider and the client. Each denial letter contains a rationale for the denial that is record-specific and each party is provided information about requesting reconsideration review or a fair hearing.

Each retrospective review, and any adverse action resulting from a retrospective review, shall comply with the Medicaid Fairness Act. DHS will ensure that its contractor(s) is/are furnished a copy of the Act.

229.000 Medicaid Client Appeal Process 1-1-24

When an adverse decision is received, the client may request a fair hearing of the denial decision.

The appeal request must be in writing and received by the Appeals and Hearings office in DHS within thirty (30) days of the date on the letter explaining the denial of services.

229.200 Recoupment Process 1-1-24

The DHS Utilization Review Section (UR) is required to initiate the recoupment process for all claims that the current contractor has denied because the records submitted do not support the claim of medical necessity.

Arkansas Medicaid will send the provider an Explanation of Recoupment Notice that will include the claim date of service, Medicaid client name and ID number, service provided, amount paid by Medicaid, amount to be recouped, and the reason the recoupment is initiated.

231.000 Introduction to Extension of Benefits 1-1-24

DHS contracts with third-party vendor to complete the prior authorization and extension of benefit processes.

231.200 Extension of Benefits 1-1-24

Extension of benefits is required for all services when the maximum benefit for the service is exhausted. Yearly service benefits are based on the state fiscal year running from July 1 to June 30. Extension of Benefits also is required whenever a client exceeds eight (8) hours of outpatient services in one 24-hour day, with the exception of any service that is paid on a per diem basis.

Extension of Benefit requests must be sent to the DHS-contracted entity to perform Extensions of Benefits for clients. [View or print current contractor contact information](#). Information related to clinical management guidelines and authorization request processes is available at **current contractor's website**.

240.100 Reimbursement 1-1-24

Reimbursement is based on the lesser of the billed amount or the Title XIX (Medicaid) maximum allowable for each procedure.

Reimbursement is contingent upon eligibility of both the client and provider at the time the service is provided and upon accurate completeness of the claim filed for the service. The provider is responsible for verifying that the client is eligible for Arkansas Medicaid prior to rendering services.

A. Counseling Services

Fifteen (15) -Minute Units, unless otherwise stated

Counseling Services must be billed on a per unit basis as indicated in the service definition, as reflected in a daily total, per client, per service.

Time spent providing services for a single client may be accumulated during a single, 24-hour calendar day. Providers may accumulatively bill for a single date of service, per client, per counseling service. Providers are not allowed to accumulatively bill for spanning dates of service.

All billing must reflect a daily total, per Counseling Service, based on the established procedure codes. No rounding is allowed.

The sum of the days' time, in minutes, per service will determine how many units are allowed to be billed. That number must not be exceeded. The total of minutes per service must be compared to the following grid, which determines the number of units allowed.

| 15 Minute Units | Timeframe |
|-------------------|-----------------|
| One (1) unit = | 8 – 24 minutes |
| Two (2) units = | 25 – 39 minutes |
| Three (3) units = | 40 – 49 minutes |
| Four (4) units = | 50 – 60 minutes |

| 60 minute Units | Timeframe |
|-------------------|-----------------|
| One (1) unit = | 50-60 minutes |
| Two (2) units = | 110-120 minutes |
| Three (3) units = | 170-180 minutes |
| Four (4) units = | 230-240 minutes |
| Five (5) units = | 290-300 minutes |
| Six (6) units = | 350-360 minutes |
| Seven (7) units= | 410-420 minutes |
| Eight (8) units= | 470-480 minutes |

In a single claim transaction, a provider may bill only for service time accumulated within a single day for a single client. There is no "carryover" of time from one day to another or from one client to another.

Documentation in the client's record must reflect exactly how the number of units is determined.

No more than four (4) units may be billed for a single hour per client or provider of the service.

241.000

Fee Schedule

1-1-24

Arkansas Medicaid provides fee schedules on the [DHS website](#). The fees represent the fee-for-service reimbursement methodology.

Fee schedules do not address coverage limitations or special instructions applied by Arkansas Medicaid before final payment is determined.

Procedure codes and/or fee schedules do not guarantee payment, coverage or amount allowed. Information may be changed or updated at any time to correct a discrepancy and/or error. Arkansas Medicaid always reimburses the lesser of the amount billed or the Medicaid maximum.

242.000

Rate Appeal Process

1-1-24

A provider may request reconsideration of a program decision by writing to the Assistant Director, DHS Division of Medical Services. This request must be received within twenty (20) calendar days following the application of policy and/or procedure or the notification of the provider of its rate. Upon receipt of the request for review, the Assistant Director will determine the need for a program/provider conference and will contact the provider to arrange a conference, if needed. Regardless of the program decision, the provider will be afforded the opportunity for a conference, if he or she so wishes, for a full explanation of the factors involved and the program decision. Following review of the matter, the Assistant Director will notify the provider of the action to be taken by the Division within twenty (20) calendar days of receipt of the request for review or the date of the program/provider conference.

If the decision of the Assistant Director, Division of Medical Services is unsatisfactory, the provider may then appeal the question to a standing Rate Review Panel, established by the Director of the Division of Medical Services, which will include one member of the Division of Medical Services, a representative of the provider association and a member of the DHS management staff, who will serve as chairperson.

The request for review by the Rate Review Panel must be postmarked within fifteen (15) calendar days following the notification of the initial decision by the Assistant Director, Division of Medical Services. The Rate Review Panel will meet to consider the question(s) within fifteen (15) calendar days after receipt of a request for such appeal. The question(s) will be heard by the panel and a recommendation will be submitted to the Director of the Division of Medical Services.

251.000

Introduction to Billing

1-1-24

Counseling Services providers use the CMS-1500 form to bill Arkansas Medicaid on paper for services provided to eligible Medicaid clients. Each claim may contain charges for only one (1) client. [View a CMS-1500 sample form.](#)

Section III of this manual contains information about available options for electronic claim submission.

252.112

Group Behavioral Health Counseling

1-1-24

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION |
|---|--|
| View or print the procedure codes for counseling services. | Group psychotherapy (other than of a multiple-family group) |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Group Behavioral Health Counseling is a face-to-face treatment provided to a group of clients. Services leverage the emotional interactions of the group's members to assist in each client's treatment process, support their rehabilitation effort, and to minimize relapse. Services pertain to a client's (a) Mental Health or (b) Substance Abuse condition, or both. Additionally, tobacco cessation counseling is a component of this service.</p> <p>Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs as identified by the client and provided with cultural</p> | <ul style="list-style-type: none"> • Date of Service • Start and stop times of actual group encounter that includes identified client • Place of service • Number of participants • Diagnosis and pertinent interval history • Focus of group • Brief mental status and observations • Rationale for group counseling must coincide with the most recent intake assessment |

| competence. | <ul style="list-style-type: none"> • Client's response to the group counseling that includes current progress or regression and prognosis • Any revisions indicated for diagnosis, or medication concerns • Plan for next group session, including any homework assignments or crisis plans, or both • Staff signature/credentials/date of signature | |
|---|--|---|
| NOTES | UNIT | BENEFIT LIMITS |
| <p>This does NOT include psychosocial groups. Clients eligible for Group Behavioral Health Counseling must demonstrate the ability to benefit from experiences shared by others, the ability to participate in a group dynamic process while respecting the others' rights to confidentiality and must be able to integrate feedback received from other group members. For groups of clients eighteen (18) years of age and over, the minimum number that must be served in a specified group is two (2). The maximum that may be served in a specified group is twelve (12). For groups of clients under eighteen (18) years of age, the minimum number that must be served in a specified group is two (2). The maximum that may be served in a specified group is ten (10). A client must be at least four (4) years of age to receive group therapy. Group treatment must be age and developmentally appropriate, (i.e., sixteen (16) year-olds and four (4) year-olds must not be treated in the same group). Providers may bill for services only at times during which clients participate in group activities.</p> | Encounter | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED (extension of benefits can be requested):</p> <p>Twelve (12) encounters</p> |
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS | |
| Children, Youth, and Adults | A provider can only bill one (1) Group Behavioral Health Counseling encounter per day. There are twelve (12) total group behavioral health counseling encounters allowed per year, unless an extension of benefits is allowed by the Quality Improvement Organization contracted with Arkansas Medicaid. | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| <p>Face-to-face</p> <p>Telemedicine (Adults, eighteen (18) years of age and above)</p> | Counseling | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master's/Doctoral • Non-independently Licensed Clinicians – Master's/Doctoral | <p>02 (Telemedicine), 03 (School), 10 (Telehealth Provided in Client's Home), 11 (Office), 49 (Independent Clinic), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-</p> | |

| | |
|---|---|
| <ul style="list-style-type: none"> • Licensed Alcoholism and Drug Abuse Counselor Master's • Advanced Practice Nurses • Physicians | Residential Substances Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic) |
|---|---|

252.117

Mental Health Diagnosis

1-1-24

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION | |
|---|--|---|
| View or print the procedure codes for counseling services. | Psychiatric diagnostic evaluation (with no medical services) | |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS | |
| <p>Mental Health Diagnosis is a clinical service for the purpose of determining the existence, type, nature, and appropriate treatment of a mental illness, or related disorder, as described in the current allowable DSM. This service may include time spent for obtaining necessary information for diagnostic purposes. The psychodiagnostics process may include but is not limited to: a psychosocial and medical history, diagnostic findings, and recommendations. This service must include a face-to-face or telemedicine component and will serve as the basis for documentation of modality and issues to be addressed (plan of care). Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs as identified by the client and provided with cultural competence.</p> | <ul style="list-style-type: none"> • Date of Service • Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation • Place of service • Identifying information • Referral reason • Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment • Culturally and age-appropriate psychosocial history and assessment • Mental status (Clinical observations and impressions) • Current functioning plus strengths and needs • DSM diagnostic impressions • Treatment recommendations • Staff signature/credentials/date of signature | |
| NOTES | UNIT | BENEFIT LIMITS |
| <p>This service may be billed for face-to-face contact as well as for time spent obtaining necessary information for diagnostic purposes; however, this time may NOT be used for development or submission of required paperwork processes</p> <p>This service can be provided via telemedicine</p> <p>*Dyadic treatment is available for parent/caregiver and child for dyadic treatment of children from zero through forty-seven (0-47) months of age and parent/caregiver. A Mental Health Diagnosis will be required for all children through forty-seven (47) months of age</p> | Encounter | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED (extension of benefits can be requested): One (1)</p> |

| | | |
|---|---|--|
| <p>to receive services. This service includes up to four (4) encounters for children through the age of forty-seven (47) months of age and can be provided without a prior authorization. This service must include an assessment of:</p> <ul style="list-style-type: none"> ○ Presenting symptoms and behaviors ○ Developmental and medical history ○ Family psychosocial and medical history ○ Family functioning, cultural and communication patterns, and current environmental conditions and stressors ○ Clinical interview with the primary caregiver and observation of the caregiver-infant relationship and interactive patterns and ○ Child’s affective, language, cognitive, motor, sensory, self-care, and social functioning | | |
| <p>APPLICABLE POPULATIONS</p> | <p>SPECIAL BILLING INSTRUCTIONS</p> | |
| <p>Children, Youth, and Adults Residents of Long-Term Care</p> | <p>The following codes cannot be billed on the Same Date of Service: Psychiatric Assessment View or print the procedure codes for counseling services.</p> | |
| <p>ALLOWED MODE(S) OF DELIVERY</p> | <p>TIER</p> | |
| <p>Face-to-face Telemedicine (Adults, Youth, and Children)</p> | <p>Counseling</p> | |
| <p>ALLOWABLE PERFORMING PROVIDER</p> | <p>PLACE OF SERVICE</p> | |
| <ul style="list-style-type: none"> • Independently Licensed Clinicians – Master’s/Doctoral • Non-independently Licensed Clinicians – Master’s/Doctoral • Advanced Practice Nurses • Physicians • Providers of dyadic services must be trained and certified in specific evidence-based practices to be reimbursed for those services <ul style="list-style-type: none"> ○ Independently Licensed Clinicians – Parent/Caregiver and Child (Dyadic treatment of Children from zero through forty-seven (0-47) months of age and | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client’s Home), 11 (Office) 12 (Patient’s Home), 32 (Nursing Facility), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic)</p> | |

| | |
|--|--|
| Parent/Caregiver) Provider ○ Non-independently Licensed Clinicians – Parent/Caregiver and Child (Dyadic treatment of Children from zero through forty-seven (0-47) months of age and Parent/Caregiver) Provider | |
|--|--|

252.119

Substance Abuse Assessment

1-1-24

| CPT®/HCPCS PROCEDURE CODE | | PROCEDURE CODE DESCRIPTION |
|---|-----------|---|
| View or print the procedure codes for counseling services. | | Alcohol and/or drug assessment |
| SERVICE DESCRIPTION | | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Substance Abuse Assessment is a service that identifies and evaluates the nature and extent of a client’s substance abuse condition using the Addiction Severity Index (ASI) or an assessment instrument approved by DHS. The assessment must screen for and identify any existing co-morbid conditions. The assessment should assign a diagnostic impression to the client, resulting in a treatment recommendation and referral appropriate to effectively treat the condition(s) identified.</p> <p>Services must be congruent with the age and abilities of the client, client-centered, and strength-based; with emphasis on needs, as identified by the client, and provided with cultural competence.</p> | | <ul style="list-style-type: none"> • Date of Service • Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation • Place of service • Identifying information • Referral reason • Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment • Cultural and age-appropriate psychosocial history and assessment • Mental status (Clinical observations and impressions) • Current functioning and strengths in specified life domains • DSM diagnostic impressions • Treatment recommendations and prognosis for treatment • Staff signature/credentials/date of signature |
| NOTES | UNIT | BENEFIT LIMITS |
| <p>The assessment process results in the assignment of a diagnostic impression, client recommendation for treatment regimen appropriate to the condition and situation presented by the client, initial plan (provisional) of care, and referral to a service appropriate to effectively treat the condition(s) identified. If indicated, the assessment process must refer the client for a psychiatric consultation.</p> | Encounter | <p>DAILY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED: One (1)</p> <p>YEARLY MAXIMUM OF ENCOUNTERS THAT MAY BE BILLED (extension of benefits can be requested): One (1)</p> |

| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS |
|---|---|
| Children, Youth, and Adults | <p>The following codes cannot be billed on the Same Date of Service:</p> <p>Interpretation of Diagnosis</p> <p>View or print the procedure codes for counseling services.</p> |
| ALLOWED MODE(S) OF DELIVERY | TIER |
| Face-to-face Telemedicine (Adults, Youth, Children) | Counseling |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE |
| <ul style="list-style-type: none"> Independently Licensed Clinicians – Master’s/Doctoral Non-independently Licensed Clinicians – Master’s/Doctoral Advanced Practice Nurses Physicians Licensed Alcoholism and Drug Abuse Counselor Master’s | 02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client’s Home), 11 (Office) 12 (Patient’s Home), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic) |

252.123

Intensive Outpatient Substance Abuse Treatment

1-1-24

| PROCEDURE CODES | PROCEDURE CODE DESCRIPTION |
|---|--|
| View or print the procedure codes for counseling services. | Intensive outpatient treatment for alcohol and/or substance abuse. Treatment program must operate a minimum of three (3) hours per day and at least three (3) days per week. The treatment is based on an individualized plan of care including assessment, counseling, crisis intervention, activity therapies or education. |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| Intensive Outpatient Services provide group based, non-residential, intensive, structured interventions consisting primarily of counseling and education to improve symptoms that may significantly interfere with functioning in at least one (1) life domain (e.g., familial, social, occupational, educational, etc.). Services are goal-oriented interactions with the individual or in group/family settings. This community-based service allows the individual to apply skills in “real world” environments. Such treatment may be offered during the day, before or after work or school, in the evening or on a weekend. The services follow a defined set of policies and procedures or clinical protocols. The service also provides a coordinated set of individualized treatment services to persons who are able to | <ul style="list-style-type: none"> Date of service Start and stop times of the face-to-face encounter with the client and the interpretation time for diagnostic formulation Place of service Identifying information Referral reason Presenting problem(s), history of presenting problem(s) including duration, intensity, and response(s) to prior treatment Diagnostic impressions Rationale for service including consistency with plan of care |

| | | |
|--|---|---|
| function in a school, work, and home environment but are in need of treatment services beyond traditional outpatient programs. Treatment may appropriately be used to transition persons from higher levels of care or may be provided for persons at risk of being admitted to higher levels of care. Intensive outpatient programs provide nine (9) or more hours per week of skilled treatment, three to five (3-5) times per week in groups of no fewer than three (3) and no more than twelve (12) clients. | <ul style="list-style-type: none"> Brief mental status and observations Current functioning and strengths in specified life domains Client's response to the intervention that includes current progress or regression and prognosis Staff signature/credentials/date of signature(s) | |
| NOTES | UNIT | BENEFIT LIMITS |
| | Per Diem | YEARLY MAXIMUM OF UNITS THAT MAY BE BILLED: (extension of benefits can be requested) Twenty-four (24) |
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS | |
| Adults and Youth | A provider may not bill for any other service on the same date of service. | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| Face-to-face | Counseling | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| Intensive Outpatient Substance Abuse Treatment must be provided in a facility that is licensed by DHS as an Intensive Outpatient Substance Abuse Treatment Provider. | 11 (Office) 14 (Group Home), 22 (On Campus – OP Hospital), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), | |

255.001

Crisis Intervention

1-1-24

| | |
|---|---|
| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION |
| View or print the procedure codes for counseling services. | Crisis intervention service, per fifteen (15) minutes |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| Crisis Intervention is unscheduled, immediate, short-term treatment activities provided to a Medicaid-eligible client who is experiencing a psychiatric or behavioral crisis. Services are to be congruent with the age, strengths, needed accommodation for any disability, and cultural framework of the client and his/her family. These services are designed to stabilize the person in crisis, prevent further deterioration and provide immediate indicated treatment in the least restrictive setting. (These activities include evaluating a Medicaid-eligible client to | <ul style="list-style-type: none"> Date of service Start and stop time of actual encounter with client and possible collateral contacts with caregivers or informed persons Place of service Specific persons providing pertinent information and relationship to client Diagnosis and synopsis of events leading up to crisis situation |

| <p>determine if the need for crisis services is present.)</p> <p>Services are to be congruent with the age, strengths, needed accommodation for any disability, and cultural framework of the client and their family.</p> | <ul style="list-style-type: none"> Brief mental status and observations Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized Client's response to the intervention that includes current progress or regression and prognosis Clear resolution of the current crisis and/or plans for further services Development of a clearly defined crisis plan or revision to existing plan Staff signature/credentials/date of signature(s) | |
|---|--|--|
| NOTES | UNIT | BENEFIT LIMITS |
| <p>A psychiatric or behavioral crisis is defined as an acute situation, in which an individual is experiencing a serious mental illness or emotional disturbance to the point that the client or others are at risk for imminent harm, or in which to prevent significant deterioration of the client's functioning.</p> <p>This service can be provided to clients that have not been previously assessed or have not previously received behavioral health services.</p> <p>The provider of this service MUST complete a Mental Health Diagnosis within seven (7) days of provision of this service, if provided to a client who is not currently a client.</p> <p>View or print the procedure codes for counseling services.</p> <p>If the client cannot be contacted or does not return for a Mental Health Diagnosis appointment, attempts to contact the client must be placed in the client's medical record. If the client needs more time to be stabilized, this must be noted in the client's medical record and DHS Quality Improvement Organization (QIO) must be notified.</p> | <p>Fifteen (15) minutes</p> | <p>DAILY MAXIMUM OF UNITS THAT MAY BE BILLED: twelve (12)</p> <p>YEARLY MAXIMUM OF UNITS THAT MAY BE BILLED (extension of benefits can be requested): seventy-two (72)</p> |
| APPLICABLE POPULATIONS | SPECIAL BILLING INSTRUCTIONS | |
| <p>Children, Youth, and Adults</p> | | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| <p>Face-to-face</p> <p>Telemedicine (Adults, Youth, and Children)</p> | <p>Crisis</p> | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| <ul style="list-style-type: none"> Independently Licensed Clinicians – Master's/Doctoral Non-independently Licensed Clinicians – | <p>02 (Telemedicine), 03 (School), 04 (Homeless Shelter), 10 (Telehealth Provided in Client's Home), 11 (Office) 12 (Patient's Home), 15 (Mobile Unit), 23 (Emergency Room), 33</p> | |

| | |
|---|--|
| Master's/Doctoral <ul style="list-style-type: none"> Advanced Practice Nurses Physicians | (Custodial Care facility), 49 (Independent Clinic), 50 (Federally Qualified Health Center), 53 (Community Mental Health Center), 57 (Non-Residential Substance Abuse Treatment Facility), 71 (Public Health Clinic), 72 (Rural Health Clinic), 99 (Other Location) |
|---|--|

255.003

Acute Crisis Units

1-1-24

| CPT®/HCPCS PROCEDURE CODE | | PROCEDURE CODE DESCRIPTION | |
|---|--|---|---|
| View or print the procedure codes for counseling services. | | Behavioral Health; short-term residential | |
| SERVICE DESCRIPTION | | MINIMUM DOCUMENTATION REQUIREMENTS | |
| Acute Crisis Units provide brief (96 hours or less) crisis treatment services to persons eighteen (18) years of age and over, who are experiencing a psychiatric or substance abuse-related crisis, or both, and may pose an escalated risk of harm to self or others. Acute Crisis Units provide hospital diversion and step-down services in a safe environment with psychiatry and substance abuse services on-site at all times, as well as on-call psychiatry available twenty-four (24) hours a day. Services provide ongoing assessment and observation; crisis intervention; psychiatric, substance, and co-occurring treatment; and initiate referral mechanisms for independent assessment and care planning as needed. Services can be extended beyond 96 hours with approved extension of benefits. | | <ul style="list-style-type: none"> Date of service Assessment information including mental health and substance abuse psychosocial evaluation, initial discharge plan, strengths and abilities to be considered for community re-entry Place of service Specific persons providing pertinent information and relationship to client Diagnosis and synopsis of events leading up to acute crisis admission Interpretive summary Brief mental status and observations Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized Client's response to the intervention that includes current progress or regression and prognosis Clear resolution of the current crisis and/or plans for further services Development of a clearly defined crisis plan or revision to existing plan Thorough discharge plan including treatment and community resources Staff signature/credentials/date of signature(s) | |
| NOTES | | EXAMPLE ACTIVITIES | |
| | | | |
| APPLICABLE POPULATIONS | | UNIT | BENEFIT LIMITS |
| Adults | | Per Diem | <ul style="list-style-type: none"> Ninety-six (96) hours or less per |

| | | |
|---|--|--|
| | | admission; Extension of Benefits required for additional days |
| PROGRAM SERVICE CATEGORY | | |
| | Crisis Services | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| Face-to-face | N/A | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| Acute Crisis Units must be certified by the DHS as an Acute Crisis Unit Provider. | 55 (Residential Substance Abuse Treatment Facility), 56 (Psychiatric Residential Treatment Center) | |

255.004

Substance Abuse Detoxification

1-1-24

| CPT®/HCPCS PROCEDURE CODE | PROCEDURE CODE DESCRIPTION |
|---|--|
| View or print the procedure codes for counseling services. | Alcohol and/or drug services; detoxification |
| SERVICE DESCRIPTION | MINIMUM DOCUMENTATION REQUIREMENTS |
| <p>Substance Abuse Detoxification is a set of interventions aimed at managing acute intoxication and withdrawal from alcohol or other drugs. Services help stabilize clients by clearing toxins from the client's body. Services are short-term and may be provided in a crisis unit, inpatient, or outpatient setting, and may include evaluation, observation, medical monitoring, and addiction treatment. Detoxification seeks to minimize the physical harm caused by the abuse of substances and prepares the client for ongoing treatment.</p> | <ul style="list-style-type: none"> • Date of service • Assessment information including mental health and substance abuse psychosocial evaluation, initial discharge plan, strengths and abilities to be considered for community re-entry • Place of service • Specific persons providing pertinent information and relationship to client • Diagnosis and synopsis of events leading up to acute crisis admission • Interpretive summary • Brief mental status and observations • Utilization of previously established psychiatric advance directive or crisis plan as pertinent to current situation OR rationale for crisis intervention activities utilized • Client's response to the intervention that includes current progress or regression and prognosis Clear resolution of the current crisis and/or plans for further services • Development of a clearly defined crisis plan or revision to existing plan • Thorough discharge plan including treatment and community resources |

| | | |
|---|--|--|
| | <ul style="list-style-type: none"> Staff signature/credentials/date of signature(s) | |
| NOTES | EXAMPLE ACTIVITIES | |
| | | |
| APPLICABLE POPULATIONS | UNIT | BENEFIT LIMITS |
| Youth and Adults | N/A | <ul style="list-style-type: none"> Six (6) encounters per SFY; Extension of Benefits required for additional encounters |
| | PROGRAM SERVICE CATEGORY | |
| | Crisis Services | |
| ALLOWED MODE(S) OF DELIVERY | TIER | |
| Face-to-face | N/A | |
| ALLOWABLE PERFORMING PROVIDERS | PLACE OF SERVICE | |
| Substance Abuse Detoxification must be provided in a facility that is licensed by DHS as a Substance Abuse Detoxification provider. | 21 (Inpatient Hospital), 55 (Residential Substance Abuse Treatment Facility) | |

256.510

Completion of the CMS-1500 Claim Form

1-1-24

| Field Name and Number | Instructions for Completion |
|---|--|
| 1. (type of coverage) | Not required. |
| 1a. INSURED'S I.D. NUMBER (For Program in Item 1) | Client's or participant's 10-digit Medicaid or ARKids First-A or ARKids First-B identification number. |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial) | Client's or participant's last name and first name. |
| 3. PATIENT'S BIRTH DATE | Client's or participant's date of birth as given on the individual's Medicaid or ARKids First-A or ARKids First-B identification card. Format: MM/DD/YY. |
| SEX | Check M for male or F for female. |
| 4. INSURED'S NAME (Last Name, First Name, Middle Initial) | Required if insurance affects this claim. Insured's last name, first name, and middle initial. |
| 5. PATIENT'S ADDRESS (No., Street) | Optional. Client's or participant's complete mailing address (street address or post office box). |
| CITY | Name of the city in which the client or participant resides. |
| STATE | Two-letter postal code for the state in which the client or participant resides. |
| ZIP CODE | Five-digit zip code; nine digits for post office box. |
| TELEPHONE (Include Area Code) | The client's or participant's telephone number or the number of a reliable message/contact/ emergency telephone |

| Field Name and Number | Instructions for Completion |
|--|---|
| 6. PATIENT RELATIONSHIP TO INSURED | If insurance affects this claim, check the box indicating the patient's relationship to the insured. |
| 7. INSURED'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) | Required if insured's address is different from the patient's address. |
| 8. PATIENT STATUS | Not required. |
| 9. OTHER INSURED'S NAME (Last name, First Name, Middle Initial) | If patient has other insurance coverage as indicated in Field 11d, the other insured's last name, first name, and middle initial. |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER | Policy and/or group number of the insured individual. |
| b. OTHER INSURED'S DATE OF BIRTH SEX | Not required. Not required. |
| c. EMPLOYER'S NAME OR SCHOOL NAME | Required when items 9 a-d are required. Name of the insured individual's employer and/or school. |
| d. INSURANCE PLAN NAME OR PROGRAM NAME | Name of the insurance company. |
| 10. IS PATIENT'S CONDITION RELATED TO: | |
| a. EMPLOYMENT? (Current or Previous) | Check YES or NO. |
| b. AUTO ACCIDENT? PLACE (State) | Required when an auto accident is related to the services. Check YES or NO. If 10b is YES, the two-letter postal abbreviation for the state in which the automobile accident took place. |
| c. OTHER ACCIDENT? | Required when an accident other than automobile is related to the services. Check YES or NO. |
| 10d. RESERVED FOR LOCAL USE | Not used. |
| 11. INSURED'S POLICY GROUP OR FECA NUMBER | Not required when Medicaid is the only payer. |
| a. INSURED'S DATE OF BIRTH SEX | Not required. Not required. |
| b. EMPLOYER'S NAME OR SCHOOL NAME | Not required. |

| Field Name and Number | Instructions for Completion |
|--|--|
| c. INSURANCE PLAN NAME OR PROGRAM NAME | Not required. |
| d. IS THERE ANOTHER HEALTH BENEFIT PLAN? | When private or other insurance may or will cover any of the services, check YES and complete items 9a through 9d. |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE | Not required. |
| 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE | Not required. |
| 14. DATE OF CURRENT: ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY (LMP) | Required when services furnished are related to an accident, whether the accident is recent or in the past. Date of the accident. |
| 15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE | Not required. |
| 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION | Not required. |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE | Not required. |
| 17a. (blank) | Not required. |
| 17b. NPI | Not required. |
| 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES | When the serving/billing provider's services charged on this claim are related to a client's or participant's inpatient hospitalization, enter the individual's admission and discharge dates. Format: MM/DD/YY. |
| 19. RESERVED FOR LOCAL USE | Not applicable to Counseling Services. |
| 20. OUTSIDE LAB? | Not required. |
| \$ CHARGES | Not required. |

| Field Name and Number | Instructions for Completion |
|--|--|
| 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY | <p>Enter the applicable ICD indicator to identify which version of ICD codes is being reported.</p> <p>Use "9" for ICD-9-CM.</p> <p>Use "0" for ICD-10-CM.</p> <p>Enter the indicator between the vertical, dotted lines in the upper right-hand portion of the field.</p> <p>Diagnosis code for the primary medical condition for which services are being billed. Use the appropriate International Classification of Diseases (ICD). List no more than 12 diagnosis codes. Relate lines A-L to the lines of service in 24E by the letter of the line. Use the highest level of specificity.</p> |
| 22. MEDICAID RESUBMISSION CODE | Reserved for future use. |
| ORIGINAL REF. NO. | Reserved for future use. |
| 23. PRIOR AUTHORIZATION NUMBER | The prior authorization or benefit extension control number if applicable. |
| 24A. DATE(S) OF SERVICE | <p>The "from" and "to" dates of service for each billed service. Format: MM/DD/YY.</p> <ol style="list-style-type: none"> 1. On a single claim detail (one charge on one line), bill only for services provided within a single calendar month. 2. Providers may bill on the same claim detail for two or more sequential dates of service within the same calendar month when the provider furnished equal amounts of the service on each day of the date sequence. |
| B. PLACE OF SERVICE | Two-digit national standard place of service code. See Section 252.200 for codes. |
| C. EMG | Enter "Y" for "Yes" or leave blank if "No". EMG identifies if the service was an emergency. |
| D. PROCEDURES, SERVICES, OR SUPPLIES | Enter the correct CPT or HCPCS procedure codes from Sections 252.100 through 252.150. |
| CPT/HCPCS | Enter the correct CPT or HCPCS procedure codes from Sections 252.100 through 252.150. |
| MODIFIER | Use applicable modifier. |

| Field Name and Number | Instructions for Completion |
|-----------------------------|--|
| E. DIAGNOSIS POINTER | Enter the diagnosis code reference letter (pointer) as shown in Item Number 21 to relate to the date of service and the procedures performed to the primary diagnosis. When multiple services are performed, the primary reference letter for each service should be listed first; other applicable services should follow. The reference letter(s) should be A-L or multiple letters as applicable. The "Diagnosis Pointer" is the line letter from Item Number 21 that relates to the reason the service(s) was performed. |
| F. \$ CHARGES | The full charge for the service(s) totaled in the detail. This charge must be the usual charge to any client, patient, or other client of the provider's services. |
| G. DAYS OR UNITS | The units (in whole numbers) of service(s) provided during the period indicated in Field 24A of the detail. |
| H. EPSDT/Family Plan | Enter E if the services resulted from a Child Health Services (EPSDT) screening/referral. |
| I. ID QUAL | Not required. |
| J. RENDERING PROVIDER ID # | Enter the 9-digit Arkansas Medicaid provider ID number of the individual who furnished the services billed for in the detail or |
| NPI | Enter NPI of the individual who furnished the services billed for in the detail. |
| 25. FEDERAL TAX I.D. NUMBER | Not required. This information is carried in the provider's Medicaid file. If it changes, please contact Provider Enrollment. |
| 26. PATIENT'S ACCOUNT NO. | Optional entry that may be used for accounting purposes; use up to 16 numeric or alphabetic characters. This number appears on the Remittance Advice as "MRN." |
| 27. ACCEPT ASSIGNMENT? | Not required. Assignment is automatically accepted by the provider when billing Medicaid. |
| 28. TOTAL CHARGE | Total of Column 24F—the sum all charges on the claim. |
| 29. AMOUNT PAID | Enter the total of payments previously received on this claim. Do not include amounts previously paid by Medicaid. Do not include in this total the automatically deducted Medicaid or ARKids First-B co-payments. |
| 30. RESERVED | Reserved for NUCC use. |

| Field Name and Number | Instructions for Completion |
|---|--|
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS | The provider or designated authorized individual must sign and date the claim certifying that the services were personally rendered by the provider or under the provider's direction. "Provider's signature" is defined as the provider's actual signature, a rubber stamp of the provider's signature, an automated signature, a typewritten signature, or the signature of an individual authorized by the provider rendering the service. The name of a clinic or group is not acceptable. |
| 32. SERVICE FACILITY LOCATION INFORMATION a. (blank) b. Service Site Medicaid ID number | Enter the name and street, city, state, and zip code of the facility where services were performed. Not required. Enter the 9-digit Arkansas Medicaid provider ID number of the service site. |
| 33. BILLING PROVIDER INFO & PH # a. (blank) b. (blank) | Billing provider's name and complete address. Telephone number is requested but not required. Enter NPI of the billing provider or Enter the 9-digit Arkansas Medicaid provider ID number of the billing provider. |

TOC not required

172.100 Services not Requiring a PCP Referral

9-1-201-1-
24

The services listed in this section do not require a PCP referral:

- A. Adult Developmental Day Treatment (ADDT) core services;
- B. ARChoices waiver services;
- C. Anesthesia services, excluding outpatient pain management;
- D. Assessment (including the physician's assessment) in the emergency department of an acute care hospital to determine whether an emergency condition exists. The physician and facility assessment services do not require a PCP referral (if the Medicaid beneficiary is enrolled with a PCP);
- E. Chiropractic services;
- F. Dental services;
- G. Developmental Disabilities Services Community and Employment Support;
- H. Disease control services for communicable diseases, including testing for and treating sexually transmitted diseases such as HIV/AIDS;
- I. Emergency services in an acute care hospital emergency department, including emergency physician services;
- J. Family Planning services;
- K. Gynecological care;
- L. Inpatient hospital admissions on the effective date of PCP enrollment or on the day after the effective date of PCP enrollment;
- M. Mental health services, as follows:
 - 1. Psychiatry for services provided by a psychiatrist enrolled in Arkansas Medicaid and practicing as an individual practitioner
 - 2. Medication Assisted Treatment for Opioid Use Disorder when rendered by an X-DEA waived practitioner
 - 3. Rehabilitative Services for Youth and Children (RSYC) Program
 - 4. Outpatient counseling services
- N. Obstetric (antepartum, delivery, and postpartum) services
 - 1. Only obstetric-gynecologic services are exempt from the PCP referral requirement
 - 2. The obstetrician or the PCP may order home health care for antepartum or postpartum complications
 - 3. The PCP must perform non-obstetric, non-gynecologic medical services for a pregnant woman or refer her to an appropriate provider
- O. Nursing facility services and intermediate care facility for individuals with intellectual disabilities (ICF/IID) services;

- P. Ophthalmology services, including eye examinations, eyeglasses, and the treatment of diseases and conditions of the eye;
- Q. Optometry services;
- R. Pharmacy services;
- S. Physician services for inpatients in an acute care hospital, including direct patient care (initial and subsequent evaluation and management services, surgery, etc.), and indirect care (pathology, interpretation of X-rays, etc.);
- T. Hospital non-emergency or outpatient clinic services on the effective date of PCP enrollment or on the day after the effective date of PCP enrollment;
- U. Physician visits (except consultations, which do require PCP referral) in the outpatient departments of acute care hospitals but only if the Medicaid beneficiary is enrolled with a PCP and the services are within applicable benefit limitations;
- V. Professional components of diagnostic laboratory, radiology, and machine tests in the outpatient departments of acute care hospitals, but only if the Medicaid beneficiary is enrolled with a PCP and the services are within applicable benefit limitations;
- W. Targeted Case Management services provided by the Division of Youth Services or the Division of Children and Family Services under an inter-agency agreement with the Division of Medical Services;
- X. Transportation (emergency and non-emergency) to Medicaid-covered services; and
- Y. Other services, such as sexual abuse examinations, when the Medicaid Program determines that restricting access to care would be detrimental to the patient's welfare or to program integrity or would create unnecessary hardship.

TOC not required**172.100 Services not Requiring a PCP Referral**

1-1-24

The services listed in this section do not require a PCP referral:

- A. Adult Developmental Day Treatment (ADDT) core services;
- B. ARChoices waiver services;
- C. Anesthesia services, excluding outpatient pain management;
- D. Assessment (including the physician's assessment) in the emergency department of an acute care hospital to determine whether an emergency condition exists. The physician and facility assessment services do not require a PCP referral (if the Medicaid beneficiary is enrolled with a PCP);
- E. Chiropractic services;
- F. Dental services;
- G. Developmental Disabilities Services Community and Employment Support;
- H. Disease control services for communicable diseases, including testing for and treating sexually transmitted diseases such as HIV/AIDS;
- I. Emergency services in an acute care hospital emergency department, including emergency physician services;
- J. Family Planning services;
- K. Gynecological care;
- L. Inpatient hospital admissions on the effective date of PCP enrollment or on the day after the effective date of PCP enrollment;
- M. Mental health services, as follows:
 - 1. Psychiatry for services provided by a psychiatrist enrolled in Arkansas Medicaid and practicing as an individual practitioner
 - 2. Medication Assisted Treatment for Opioid Use Disorder when rendered by an X-DEA waived practitioner
 - 3. Rehabilitative Services for Youth and Children (RSYC) Program
 - 4. Outpatient counseling services
- N. Obstetric (antepartum, delivery, and postpartum) services
 - 1. Only obstetric-gynecologic services are exempt from the PCP referral requirement
 - 2. The obstetrician or the PCP may order home health care for antepartum or postpartum complications
 - 3. The PCP must perform non-obstetric, non-gynecologic medical services for a pregnant woman or refer her to an appropriate provider
- O. Nursing facility services and intermediate care facility for individuals with intellectual disabilities (ICF/IID) services;

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- P. Ophthalmology services, including eye examinations, eyeglasses, and the treatment of diseases and conditions of the eye;
 - Q. Optometry services;
 - R. Pharmacy services;
 - S. Physician services for inpatients in an acute care hospital, including direct patient care (initial and subsequent evaluation and management services, surgery, etc.), and indirect care (pathology, interpretation of X-rays, etc.);
 - T. Hospital non-emergency or outpatient clinic services on the effective date of PCP enrollment or on the day after the effective date of PCP enrollment;
 - U. Physician visits (except consultations, which do require PCP referral) in the outpatient departments of acute care hospitals but only if the Medicaid beneficiary is enrolled with a PCP and the services are within applicable benefit limitations;
 - V. Professional components of diagnostic laboratory, radiology, and machine tests in the outpatient departments of acute care hospitals, but only if the Medicaid beneficiary is enrolled with a PCP and the services are within applicable benefit limitations;
 - W. Targeted Case Management services provided by the Division of Youth Services or the Division of Children and Family Services under an inter-agency agreement with the Division of Medical Services;
 - X. Transportation (emergency and non-emergency) to Medicaid-covered services; and
 - Y. Other services, such as sexual abuse examinations, when the Medicaid Program determines that restricting access to care would be detrimental to the patient's welfare or to program integrity or would create unnecessary hardship.

DHS Responses to Public Comments Regarding Rule 219 – Behavioral Health Counselling Code Rate Increase SPAs

Heather Maino, LCSW

Comment: I am a long time mental health professional in the State of Arkansas and have spent most of my career working in Community Mental Health. I have seen many changes over the last 30 years, and I'm highly concerned about what I'm seeing proposed as rate cuts to Group Counseling services. In my current role, I don't provide group counseling services, but I know enough about our Seriously Mentally Ill population in the State of Arkansas to know that our Rehab Day Programs across the State will be dramatically impacted by such cuts. These programs are a lifeline of support and stability, keeping a large population of our SMI citizens living successfully within the community.

In my own experience, I know that Rehab Day programs rely on group counseling rates to subsidize the whole of their programming because revenue from the "Rehab Day Service" billing is not enough to sustain such efforts. While I know that this is a "Medicaid" decision - not a PASSE decision, I'm concerned that Arkansas PASSE's will treat the Medicaid rate cut as the standard for their own contracting. They often treat the Medicaid rate as the "ceiling" not the "floor" for their own decision making and providers have little room for leveraging alternative rates with them.

If Rehab Day programs become unsustainable and cease operation, the cost of increased hospitalizations, increased emergency room visits, and increased demand of the legal system to care for mental health needs will rise exponentially. These systems are not equipped or expansive enough within our State to manage that burden.

I'm asking for sincere consideration to protect our SMI consumers. Please do not act hastily without adequate protections in place for them.

Response: Adult Day Rehabilitation is one of many services that are in place to maintain adults with Serious Mental Illness (SMI) in home and community settings and is a home and community based service (HCBS). These HCBS should be used in conjunction with professional services such as individual counseling and group counseling as interventions to provide appropriate treatment to individuals with SMI. Some of the HCBS can be provided in a group setting. The providers of these services will have continuing discussions with PASSEs to determine the best combination of professional and HCBS.

Joel Landreneau

Executive Director

Arkansas Council for Behavior Health

Comment: I am Joel Landreneau. I am Executive Director of the Arkansas Council for Behavioral Health and the Council has some comment to make about the rule proposal. First, the Council notes that the stated goal of the rule amendments are to provide good quality, easily accessible counseling services to eliminate or reduce the need for higher cost institutional care, and the Council believes that some of the proposed changes accomplish that, and the Council believes that other changes run a completely counter to that stated goal. For one thing, the PCP referral requirement was never a good idea. So, it is obviously a good idea to get rid of it. The PCP referral was never anything more than a procedural hurdle that acted as a barrier to access to care. We at the Council had asked for the removal of it for adults and were pleased to see that the Department has seemed fit to get rid of it for all behavioral health clients, and we believe that this is a positive change. The individual and marital and family counseling rates were a concern to us as well. Back in May the Council had the pleasure of hosting an in person meeting with Secretary Putnam, and with Assistant Director Janet Mann and Paula Stone, and they at that time assured the Council that the Department was working on a complete overhaul of Medicaid rates and a search for service gaps. They called it the Medicaid sustainability review process. Our observation at this date, November 1st, 2023, is that that process has only barely begun, if it has begun. And the plan was to have the process completed by the end of the year. The promise there was to look at the service gaps and to plug those gaps with newly designed services to make sure that there was a seamless continuum of care. The Council doesn't believe that has happened. But at the very least, we were gratified to see the temporary disaster SPA rates for individual and marital and family being made permanent. That was a concern. With the NSRP not advancing at the initial pace of change, it was a concern that that might revert back to the old rates, and it is gratifying to see that that is not the case. However, we don't share our enthusiasm for the reduction in the group therapy rates. And here's why. It is true that group therapy rates are out of line with group therapy rates with Medicare, and the adjustment of it to 100% of Medicare does align it with Medicare. The problem with this approach is that it doesn't take into consideration the role the group therapy plays in our service continuum. It's been our observation that rates tend to get looked at in isolation for that particular service and there's no evidence that I can see that there's been a consideration for the role that the rate plays in the entire service continuum. We are concerned that there are chronically, mentally ill adults who need to be seen multiple times a week who attend day rehab programs for whom this group therapy rate is an integral part. And it's an integral part of making those services economical to provide. Our concern is that there are programs that simply won't continue that programming if this rate cut is put into effect. Now, I understand that this is just a rate change for the behavioral services manual. This is tier one. The problem though, is that we know that the Passes tend to look at the Medicaid rate, not only as the floor, but also as the ceiling. And our concern is that there are tier 2 and tier 3 clients who will not be seen, because these programs won't be able to continue because the PASSES will mirror the rate in the fee schedule that's proposed here. We believe that's gonna be a harm to those clients' long term and it's going to result in more institutional care because a lot of these people are hanging on a thread. We've had this conversation with DHS before, and I think DHS has acknowledged that there is a service gap between the residential services in a level two therapeutic community and just being out on your own and that there's a middle ground where there's really nothing there for people and this fulfills that role. And we've talked about maybe a level 3 therapeutic community or act teams, or some other intervening force that's between residential and on your own. But without that in place it seems unwise to the Council to get rid of the stop gap measure, that you have to meet that need without proposing something and implementing something to take its place. We believe, therefore, that the group therapy rate is cut is premature without those

services to be put into place, to fulfill the function it is currently fulfilling. And we would ask that DHS delay that rate or at the very least bear upon the PASSEs to not pass it on for the tier 2 and tier 3 clients. We think that access to care and the prevention of institutionalized care would require that we provide services in this space in the continuum without disrupting what's happening at the present time. Thank you.

Response: The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious Mental Illness will have continuing discussions with PASSEs to determine the best combination of professional and HCBS to support them in home and community settings.

Joel Landreneau

On behalf of the Arkansas Council for Behavior Health

Comment: On behalf of the Arkansas Council for Behavioral Health, I thank you for the opportunity to comment on the Department of Human Services' proposed rule, "Outpatient Behavioral Health Counseling Services and Rates (Rule 219). The Arkansas Council's members applaud some of the changes contained in the proposed rule promulgation. First, the Council applauds the abrogation of the requirement to obtain a referral from a primary care physician in order to allow Medicaid beneficiaries to access outpatient behavioral health services. This procedural barrier to care was implemented in 2018, and it was never necessary, and it was never an effective cost containment measure. It was never anything more than a barrier to care, another hoop through which beneficiaries must jump in order to access needed services, and one that very frequently delayed the onset of care delivery. Similarly, the Council welcomes the State Plan Amendment that adopts the disaster SPA rates for individual and marital/family services into the permanent State Plan. The Council had been assured by DHS that the Department was working on a complete and comprehensive review of everything Medicaid, including rates in all provider types and an examination of service gaps in behavioral health so that no portion of the Medicaid program would be amended in isolation, but that any changes would be made as part of a complete assessment of the adequacy of the full-service continuum. The Council was concerned about the expiration of those temporary rate adjustments that were set to expire 12/31/23, and the Council welcomes their adoption into the permanent state plan. The Council understands that plans change, and that DHS' plans to conduct a comprehensive review of Medicaid (which it dubbed the "Medicaid Sustainability Review Plan," or "MSRP") was overtaken by the demands DHS faced in accomplishing the completion of the Public Health Emergency unwind that was mandated by state law to be completed in six months. Consequently, it comes as no surprise to the Council that MSRP remains in its early stages, despite earlier aspirations to complete it by 12/31/23. 2 That said, the Council reminds DHS that MSRP is

not complete, and that by DHS' own admission, there are service gaps in its behavioral health service continuum which remain unaddressed. However, rather than complete MSRP and address these gaps, DHS once again addresses rates for specific services in isolation from the larger context of the adequacy of the service continuum and proposes in this rule promulgation to reduce the rate paid for group psychotherapy by an amount that will require certain providers to reassess whether or not continuation of certain adult day rehab programs for seriously mentally ill adults is even feasible. Day Rehabilitative Services have always been a critical element in the serving of persons with serious mental illness across the state. Most, if not all, of these programs are operated by the Community Mental Health Centers who provide care to this population and help to manage their day-to-day symptoms. Without the structure of these programs, most of these members are at serious risk of decompensation, inpatient hospitalizations or arrests that force the jail staff and law enforcement to undertake the tasks of managing the symptoms of SMI adults without either the expertise or the resources to do so. While it is a critical component in the continuum of care, Day Rehab as a stand-alone service is a financial liability and is not sustainable. The current rates for group therapy fill in this gap, providing a key piece of the service puzzle that is offered alongside Day Rehab, which benefits members clinically while helping to offset the financial liability of the overall program. There are between 1,200 and 1,500 Seriously-Mentally Ill adults that attend Day Rehab programs operated by Council members. The proposed rate cut by nearly 50% will cause a substantial number of these programs to cease operations. This is the exact opposite of what DHS stated it hoped to achieve when it announced its MSRP review. Rather than review Medicaid to locate and alleviate service gaps, with this rate change, DHS will be creating a new service gap. Council members have been in discussion with DHS about ideas that can be implemented into action to address these gaps. However, the hard truth is that these ideas are only items for conversation at this point. The Council would like to see evidence-based services implemented to serve that population of SMI adults who no longer need daily residential supervision in a Level 2 Therapeutic Community, but for whom weekly individual psychotherapy is insufficient. Group therapy is part of the stop-gap measure to bridge that gap, and the Council considers it unwise in the extreme to eliminate that stop-gap before first implementing the measures that will take its place. Those measures have not advanced beyond the talking stages. The Council has been told that these proposed changes only address the Medicaid fee-for-service fee schedule, and that SMI adults served in PASSE would not be directly affected. Our five-year history in dealing with the PASSE entities would indicate that this view is incorrect. While the PASSE entities are required to treat the FFS fee schedule as a floor, they also treat it as a ceiling. We fear that closure of Day Rehab programs will result if PASSE 3 entities pass along the rate cut in group therapy, and that will result in a spike in inpatient hospitalizations, jail admissions, or both. The Council strongly urges DHS to reconsider the group therapy rate cut until a proper service continuum for SMI adults can be put into practice, and urges DHS to require the PASSEs to maintain the current rate for these services until their replacement can be implemented. The Arkansas Council appreciates the opportunity to provide these comments. We welcome any questions or further discussion about the recommendations described here. Please contact Joel Landreneau. Thank you for your time and consideration.

Response:

The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022, well before the beginning of the MSRP. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious

Mental Illness will have continuing discussions with PASSEs to determine the best combination of professional and HCBS to support them in home and community settings.

Jared Sparks

For Arisa Health

Comment: Thank you for the opportunity to provide feedback about the proposed rule revisions. Arisa Health, Inc.'s comments are attached. I also sent this using the Arisa Health email address. Have a good weekend.

We appreciate the efforts DHS is undertaking to support quality behavioral health care for the citizens of Arkansas. Removing the PCP referral requirement and making permanent the individual counseling rates are positive and appreciated steps. There are questions in response to the proposed rule revisions that may outline additional areas of opportunities for provision of safe, efficient, and effective care.

Outpatient Behavioral Health Services

Effective January 1, 2024, the following services will be adjusted to pay 100% of the 2022 non-rural rate for the state of Arkansas.

Group Behavioral Health Counseling

Given that Arkansas is a rural state with health care provider deserts, why is the non-rural rate being used?

In comparison to a rural rate, will the use of a non-rural rate result in a higher or lower overall level of reimbursement per behavioral health service?

Response:

The state did not use a rural differential in its analysis for outpatient behavioral health counseling services.

Is the Group Behavioral Health Counseling rate adjustment only for Tier 1 clients?

A rebasing of the group rate for PASSE clients would reduce one of the few tools available to be used in conjunction with rehabilitative day programs for adults with serious mental illness. Does DHS have another plan for this population? Similarly, this reduction will affect one of the few tools available to be used in conjunction with Therapeutic Day Treatment programs for children who are severely emotionally disturbed.

Why is Medicaid using the 2022 fee schedule when these rates are slated for 2024?

Response:

The state completed the rate study for outpatient counseling and proposed the new rate setting methodology using a percentage of Medicare in 2022. AR Medicaid raised the rates for individual and family counseling to 80% of Medicare in fall of 2022 through a disaster state plan amendment (SPA). At that time providers were informed that group counseling rates would use the same rate setting

methodology with a decrease in group rates to 100% of the Medicare rate but did not submit the decrease using a disaster SPA. This rule makes permanent the increase and enacts the decrease. The providers of services for Medicaid beneficiaries with Serious Mental Illness will have continuing discussions with PASSEs to determine the best combination of professional and HCBS to support them in home and community settings.

202.000

A.2. Group practices of Independently Licensed Practitioners can enroll directly without certification.

Why is this option being offered?

In comparison with group practices of ILPs, certified agencies typically provide services to more clients with serious mental illness and higher acuity. These agencies must also support a costly administrative burden to become certified. In acknowledgement of the increased risk and cost, certified agencies assume to provide services, why is there not a higher rate paid to certified agencies?

If, on the other hand, some ILP group practices serve some high needs clients but do not have the additional requirements of certified agencies, are there not quality of care concerns?

Response:

This was not changed in this rule.

214.3 Substance Abuse Covered Codes

...Behavioral Health Agency and Community Support System Providers Intensive and Enhanced Sites must be licensed by appropriate DHS division to provide Substance Abuse Services

The state could eliminate added cost if there was a single licensure for agencies that provide Substance Abuse Treatment and Mental Health Services. This would remove the need for two certifications with two separate expiration dates and two different annual audits.

Response

Thank you for your comment. While this is not a certification rule the state will consider this in future.

240.100 Reimbursement

A. Counseling Services

and

241.00 Fee Schedule

What are the time frames/ranges for encounter-based services such as group and individual?

Units are identified as encounters for some services such as Individual Behavioral Health Counseling. There is not an easily identified time frame per encounter. This is necessary to support appropriate billing practices and to inform external audits. The time frames in the Counseling Manual do not seem to apply to encounters, as this is “an otherwise stated” unit. The linked Counseling Services Procedure Code Table also does not provide guidance.

The National CPT Codes have a range of 16 -37 minutes for psychotherapy 90832. This is the procedure code identified in the procedure code table for the Division of Behavioral Health. We would like to confirm that Arkansas is using National CPT Code standards to define time frames for services such as 90832. What is the time frame/range of a 30-minute individual behavioral health counseling service in order to bill this service in compliance with National CPT Codes and AR behavioral health and DMS standards?

Response:

The state continues to look at the CPT codes and will provide guidance on appropriate use of these codes.