

Beneficiary Support Update

January 2020



Beneficiary Support Line

Arkansans impacted by mental health or substance addiction issues now have a new resource they can use to get the help they need. The Arkansas Department of Human Services (DHS) launched a Mental Health and Addiction Services helpline in August of 2019.

The support line is open Monday through Friday from 8:30 a.m. to 4:30 p.m.

People who do not have Medicaid or private insurance and cannot pay for treatment can still get counseling and treatment services that are paid for by the state.

Beneficiary Support Line

This helpline, which can be reached at 1-844-763-0198, can help any Arkansan get connected with a provider that can give them the services they need. Some of the services available include:

Individual and Group Counseling

Substance Abuse and Addiction Counseling

Medication Management

Help during a Mental Health Crisis

Family Counseling

Parent and Child Counseling for Children under the age of four

MENTAL HEALTH & ADDICTION SERVICES IN ARKANSAS



All Arkansans have access to mental health & addiction services.

- Individual & Group Counseling
- Family Counseling
- Substance Abuse & Addiction Counseling & Treatment
- Parent & Child Counseling for Children Under 4
- Medication Management
- Help During a Mental Health Crisis

If you have Medicaid, or are without insurance coverage and can't pay for treatment on your own, you can get counseling and treatment services paid for by the state.

Steps to Access Care

1 Call the DHS Mental Health & Addiction Services Support Line
1-844-763-0198

Available:
Monday - Friday
8 a.m. - 4:30 p.m.

2 Let person answering phone know if you have insurance. It's okay if you don't.

3 Choose a provider to call for an appointment.

TIP: You might want to call all of the choices to get the soonest available appointment. For counseling services, providers are expected to see you within 10 days.

4 At your first appointment, you will meet your provider who will talk with you and decide what services you may need.

TIP: Bring a list of your doctors and the medications you are taking.

5 Some providers may require proof of income and a small payment at the time of services. Ask if your provider has a sliding fee scale based on income.

Expanded Provider Network

Thanks in part to Legislative changes that sunset the 30-year-old Rehabilitative Services for Persons with Mental Illness (RSPMI) program, which included a cap on the number of mental health providers the state could have. DHS replaced RSPMI with the new Outpatient Behavioral Health program and has not capped the number of certified providers.

Independently Licensed Practitioners prior to July 2017	Independently Licensed Practitioners as of December 2019
31	291
Behavioral Health Agency Sites prior to July 2017	Behavioral Health Agency Sites as of December 2019
253	312

Forensic Evaluations Update

January 2020



Forensics Current Overview



Evaluations Overview

327 & 328



Total Evaluations	Evaluations Completed	Evaluations Open	Evaluations Open and Actionable	Evaluations Open and Not Actionable
5148	4698	450	360	90

Date

Evaluation Location

All ▼

Evaluation Type

All ▼

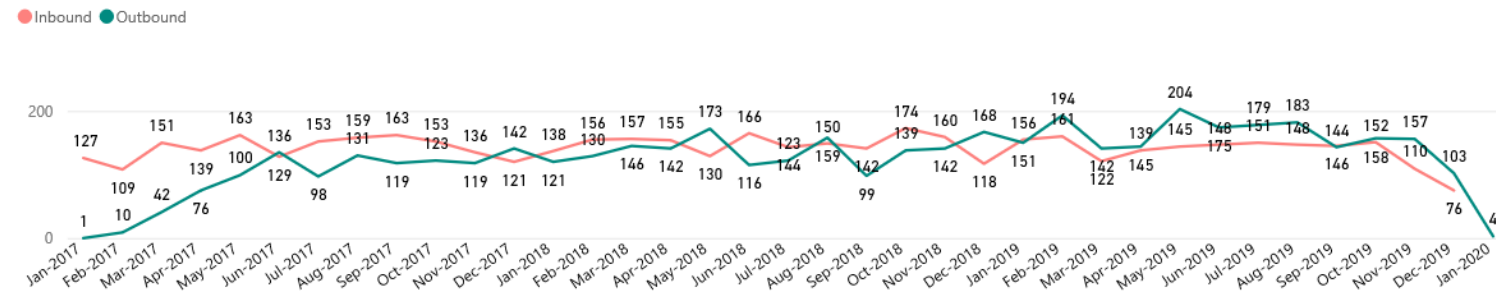
Judicial District

All ▼

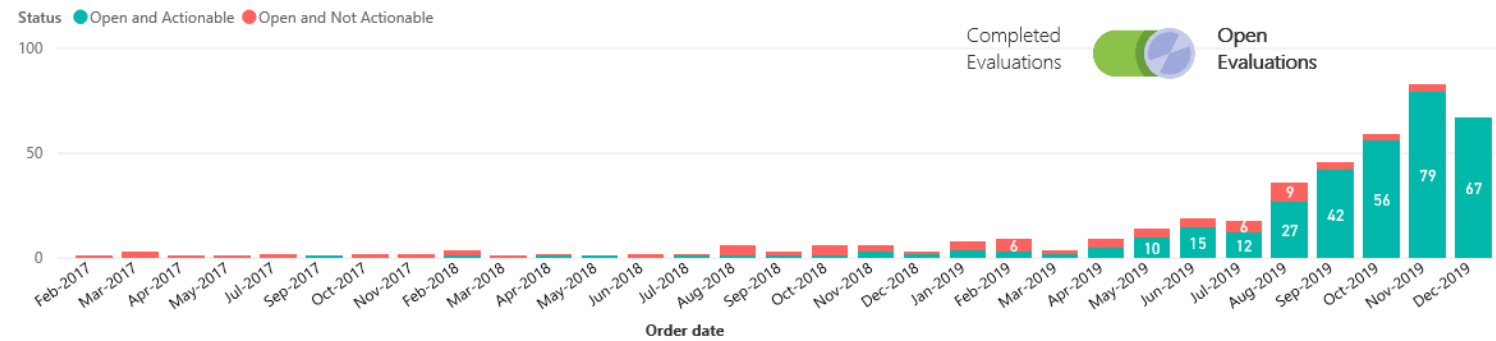
Reset Filters

Business Rules

Evaluation Orders Created and Completed by Month and Year



Status of Open Evaluations by Month Created



Forensics Overview February 2019



Evaluations Overview

327 & 328

DRAFT
[Validation in Progress]

Date

2/21/2016

2/21/2019



Evaluation Location

All

Evaluation Type

All

Judicial District

All

Reset Filters

Total Evaluations

5077

Evaluations Overdue

465

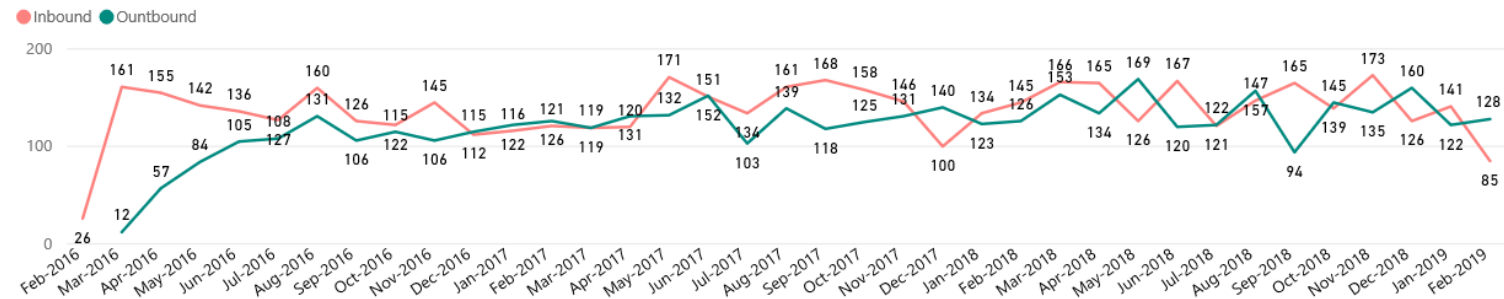
Evaluations Completed

4365

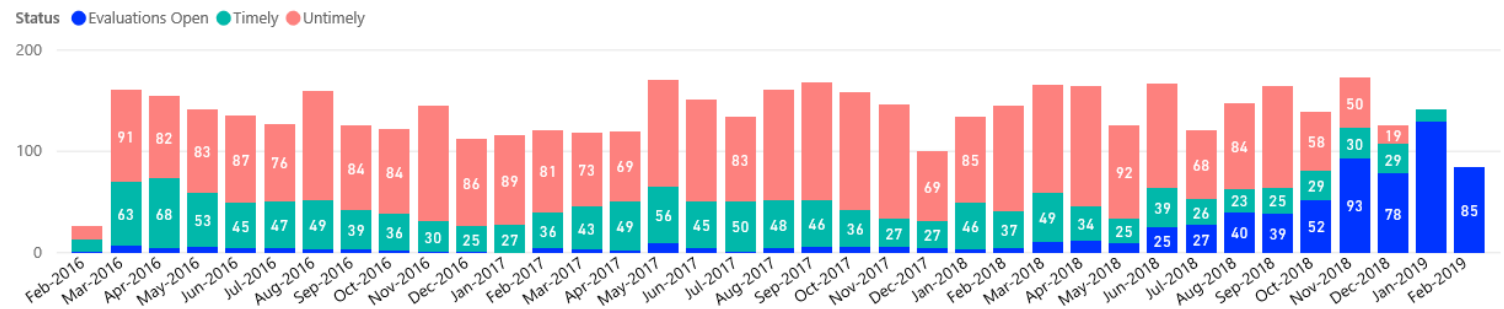
Evaluations Open

693

Evaluations Received and Completed by Month of Activity



Status of Evaluations Received by Month



Aging Backlog Current



Evaluation Aging

327 & 328

DRAFT

[Validation in Progress]

Date:

Evaluation Location:

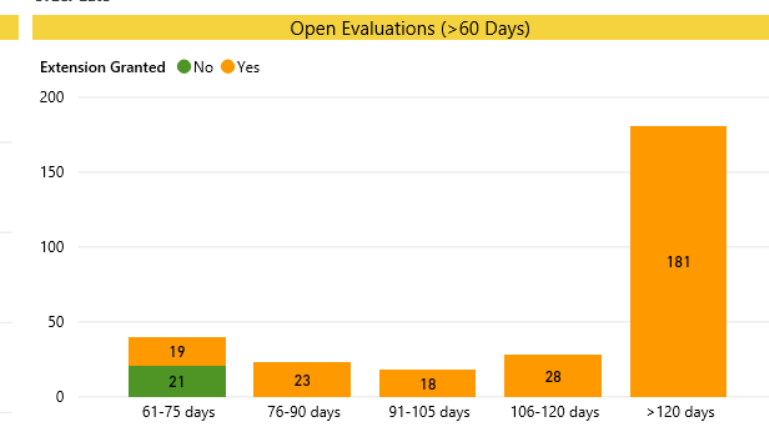
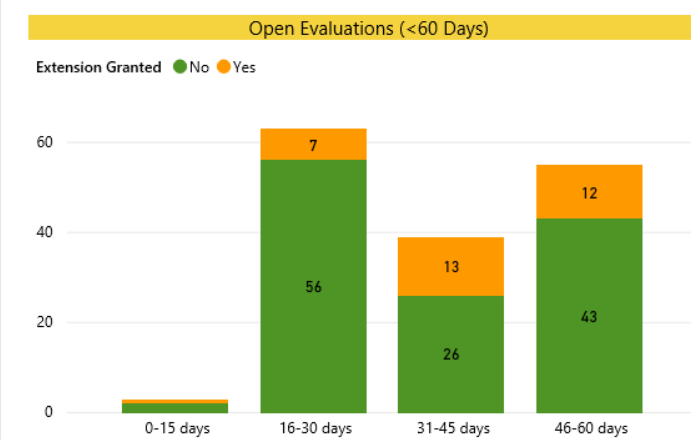
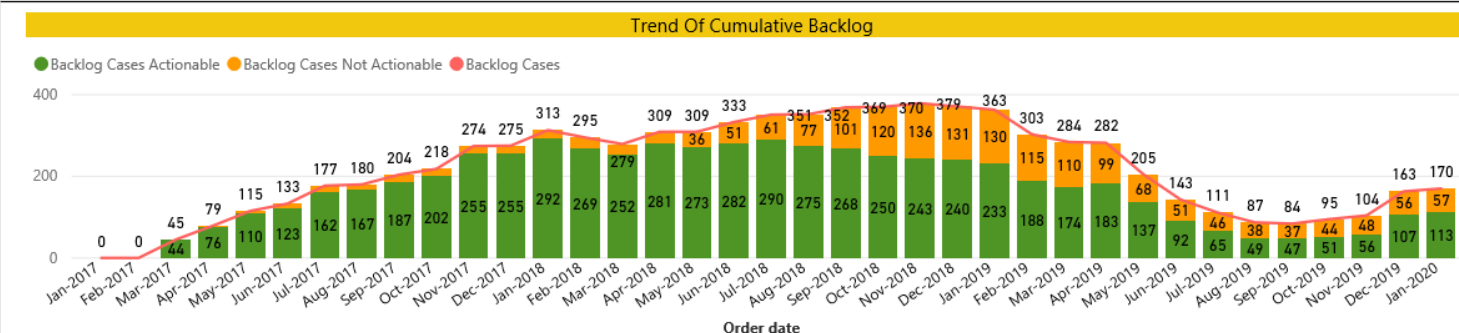
Evaluation Type:

Judicial District:

[Reset Filters](#)

[Business Rules](#)

Open >60 Days: **290** Open >60 Days With Extension: **269** Open >60 Days Without Extension: **21**



Aging Backlog February 2019



Evaluation Aging

327 & 328

DRAFT
[Validation in Progress]

Date

2/3/2016

2/1/2019



Evaluation Location

All

Evaluation Type

All

Judicial District

All

Reset Filters

Business Rules

Open >60 Days

62

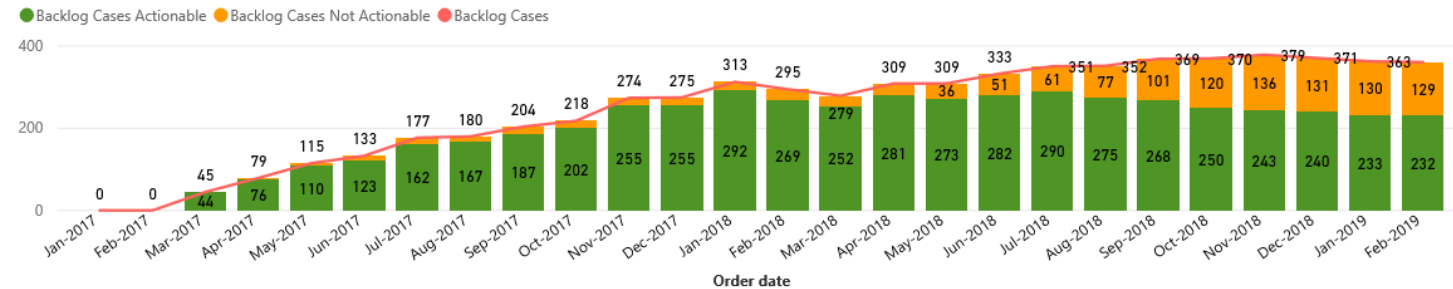
Open >60 Days With Extension

62

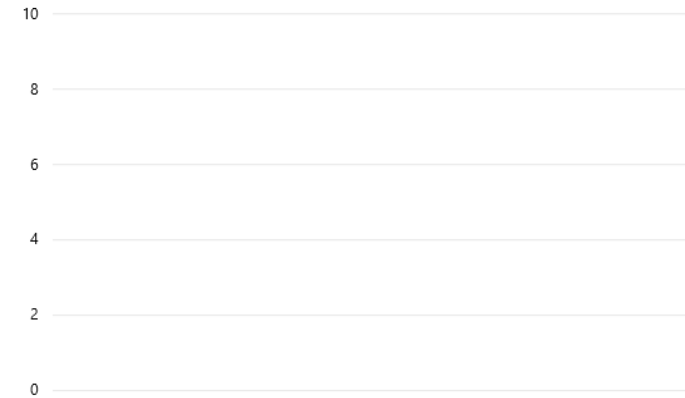
Open >60 Days Without Extension

(Blank)

Trend Of Cumulative Backlog



Open Evaluations (<60 Days)



Open Evaluations (>60 Days)

