



The Arkansas PASSE Program

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What is a PASSE?

Provider-Led Arkansas Shared Savings Entity (PASSE)

- A health coverage program that serves Medicaid clients with complex behavioral health, and/or developmental, or intellectual disabilities
- The PASSE Program is a risk-based provider organization created by Act 775 in 2017
- The State pays the PASSEs a set per member per month (PMPM) payment to coordinate care and pay medical expenses for enrolled Medicaid Beneficiaries



What is a PASSE?

What does “provider-led” mean?

- To be certified as a PASSE, the PASSE must be owned by at least 51% of enrolled Arkansas Medicaid Providers
- The provider ownership structure in Act 775 also stipulates certain provider types



Arkansas PASSEs

There are 4 PASSEs

- Arkansas Total Care
- Summit Community Care
- Empower Healthcare Solutions
- CareSource PASSE



Services Covered

Services Covered by all the PASSEs

- Medicaid State Plan services unless they are explicitly excluded by Act 775 or the State (NET, Dental, Skilled Nursing, etc.)
- 1915 (i) State Plan Home and Community Based Services -primarily behavioral health services
- 1915 (c) Waiver Home and Community Based Services- primarily developmental and/or intellectual disability services



Services Covered

State Plan service examples include:

- Personal Care
- Primary Care Physician (PCP)
- Durable Medical Equipment
- Occupational Therapy
- Speech Therapy
- Physician Specialists
- Pharmacy
- Hospital Services
- Physical Therapy
- Nursing Services
- Family Planning
- Inpatient Psychiatric
- Outpatient Behavioral Health Counseling



Services Covered

PASSE-Specific Home & Community Based (HCBS) service examples include:

- Respite
- Supported Employment
- Supportive Living
- Supportive Housing
- Behavioral Assistance
- Peer Support
- Family Support Partners
- Crisis Stabilization
- Community Transition Services
- Supplemental Support
- Specialized Medical Supplies
- Adult Rehabilitation Day Treatment
- Child & Youth Support Services
- Supportive Life Skills Development
- Recovery Support Partners
- Adaptive Equipment
- Environmental Modifications Consultation
- Therapeutic Communities
- Partial Hospitalization
- Residential Community Reintegration



PASSE Eligibility

PASSE enrolled Medicaid beneficiaries must:

- Be eligible for Medicaid
- Have an IDD/BH diagnosis
- Be assessed and deemed eligible for HCBS



Individual Assignment to a PASSE

How are Individuals assigned to a PASSE

- DHS assigns eligible members through an auto-assignment/proportional assignment process among the active PASSEs
- Individual has 90 days from the date coverage begins to switch to a different PASSE
- If the individual does not choose to switch within the 90 days, he/she will remain a member of that PASSE until the end of the coverage year unless they request with DHS a “for cause” transition
- Open enrollment occurs every October 1st-October 31st



If an individual is dissatisfied with their PASSE

Member or Provider Complaints

- Each PASSE must have a process to take and resolve complaints made by a member or a provider
- Process and contact information must be posted on the website
- All complaints must be reported to DHS
- Individuals/guardians may also contact the DHS Ombudsman office about issues he/she is having with a particular PASSE



Care Coordination

Care Coordination is a Central Component of the PASSE program

- Each PASSE member is assigned a care coordinator (CC) who is the primary point of contact between the PASSE and the member
- The CC works with the enrolled Medicaid beneficiary, the beneficiary's family and the beneficiary's providers to develop a person-centered service plan ("PCSP"); the PCSP identifies the member's preferences, goals and choices
- The CC coordinates with healthcare providers
- Access to a CC 24/7/365



Care Coordination

Care Coordinator Qualifications

- Qualifications to provide care coordination
 - Be a Registered Nurse, a physician, or have a bachelor's degree in a social science or health-related field, OR
 - Have at least one year of experience working with developmentally or intellectually disabled members or behavioral health members



Care Coordination

Care Coordinator Training

- The PASSE must provide continuous education to CCs that meet all state and federal requirements which includes but is not limited to:
 - Training on the PCSP development
 - Cultural Competency
 - Advance Directives
 - Full-service continuum including all HCBS and how each is used to meet the needs of members and their and families

