

DPSQA Updates

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Director for the Division of Provider Services and Quality Assurance



Agenda

- **DPSQA Contact Information**
- **Website Updates**
- **Enterprise Licensing System (ELS) Updates**
- **Inspections of Care Assistance**
- **HCBS Report**




Division Operations

- **Martina Smith**, Division Director – 501-396-6165
- **Sarah Schmidt** – Deputy Director – 501-320-6555
- **Crystal Walton**, Assistant Director for Community Services – 501-251-6459
- **Linda White**, Assistant Director for Office of Long-Term Care – 501-320-3944
- **Lee Honorable**, Assistant Director for Performance and Engagement – 501-320-6385

Website Updates - Personal Care

The Official Website of the State of Arkansas State Directory All State Agencies Elected Officials Arkansas Code State Employees Help Center Accessibility & Settings

CAREERS DIVISIONS & SHARED SERVICES DATA & REPORTS NEWS FIND A COUNTY OFFICE CONTACT US 🔍



Services Offered

Attendant Care ▾

County

Craighead ▾

To choose more than one (1) County or Service, hold CTRL on your keyboard, and click your choices.

Provider Name	Doing Business As	List of Services Offered	List of Counties Served	Primary Contact
1 OF A KIND HOME HEALTH CARE SERVICES LLC	1 OF A KIND HOME HEALTH CARE SERVICES LLC	Attendant Care	Craighead	TAYLOR CARLISLE
1ST CHOICE HOME CARE INC	1ST CHOICE HOME CARE INC	Attendant Care	Craighead	ALYCIA MERILA
A HELPING HAND HOME CARE	A HELPING HAND HOME CARE	Attendant Care	Craighead	Christina Cummins
A TOUCH OF MERCY LLC	A TOUCH OF MERCY LLC	Attendant Care	Craighead	MILDRED RIVERS
ABOVE ALL LLC	ABOVE ALL LLC	Attendant Care	Craighead	Julia Smith
ABOVE ALL LLC	ABOVE ALL LLC	Attendant Care	Craighead	Julia Smith
ABSOLUTE CARE HOLDING COMPANY	ABSOLUTE CARE MANAGEMENT CORP	Attendant Care	Craighead	ASHLEY BUPP
ABSOLUTE CARE HOLDING COMPANY	ABSOLUTE CARE MANAGEMENT CORPORATION	Attendant Care	Craighead	ASHLEY BUPP
ABUNDANCE OF BLESSINGS HOMECARE LLC	ABUNDANCE OF BLESSINGS HOMECARE LLC	Attendant Care	Craighead	SHATIKA DANIELS
AFNB HOME CARE LLC	AFNB HOME CARE LLC	Attendant Care	Craighead	MICHELLE GRAY
AFNB HOME CARE LLC	AFNB HOME CARE LLC	Attendant Care	Craighead	MICHELLE GRAY
A-LIST HOME CARE LLC	A-LIST HOME CARE LLC	Attendant Care	Craighead	Karen Worden
ALLCARE HOME CARE LLC	ALLCARE HOME CARE LLC	Attendant Care	Craighead	SONIA BOLING
ALLCARE HOMECARE LLC	ALLCARE HOMECARE LLC	Attendant Care	Craighead	SONIA BOLING



Website Update - Enterprise Licensing System (ELS)



The screenshot displays the website's navigation menu at the top, including links for CAREERS, DIVISIONS & SHARED SERVICES, DATA & REPORTS, NEWS, FIND A COUNTY OFFICE, and CONTACT US. The main header features the Arkansas Department of Human Services logo and a large image of an elderly man. The central heading reads "Enterprise Licensing System (ELS)". Below this, a breadcrumb trail shows the path: Home > Divisions & Shared Services > Provider Services & Quality Assurance > Enterprise Licensing System (ELS). A prominent blue button labeled "Click Here to Access ELS" is centered on the page. A note below the button states: "*We recommend using Google Chrome or Microsoft Edge to access all of the ELS system's capabilities". A section titled "What Is ELS?" provides a detailed description of the system as an online database for providers and facilities, listing various functions such as submitting information requests, applying for licenses, checking application status, receiving notifications, printing licenses, and paying fees electronically. On the left side of the page, a sidebar menu lists various services under "Divisions & Shared Services" and "Provider Services & Quality Assurance", with "Enterprise Licensing System (ELS)" highlighted in a light blue box.

AR KANSAS DEPARTMENT OF HUMAN SERVICES

CAREERS ▾ DIVISIONS & SHARED SERVICES ▾ DATA & REPORTS ▾ NEWS ▾ FIND A COUNTY OFFICE CONTACT US ▾ Q

Enterprise Licensing System (ELS)

Home > Divisions & Shared Services > Provider Services & Quality Assurance > Enterprise Licensing System (ELS)

[Click Here to Access ELS](#)

**We recommend using Google Chrome or Microsoft Edge to access all of the ELS system's capabilities*

What Is ELS?

The Enterprise Licensing System (ELS) is an online database that allows providers and facilities that are licensed and/or certified by DPSQA to easily maintain their licenses and/or certifications. The ELS system will allow a provider or facility to:

- Submit Change of information requests (update facility contact information, etc.)
- Apply for new license/certification and Renewals
- Easily check the status of applications
- Receive notifications and reminders (e.g., payments, pending I&A's)
- Print your license/certification
- Receive survey reports
- Pay annual/initial fees electronically
- Submit Incident & Accident Reports
- And much more in the future!

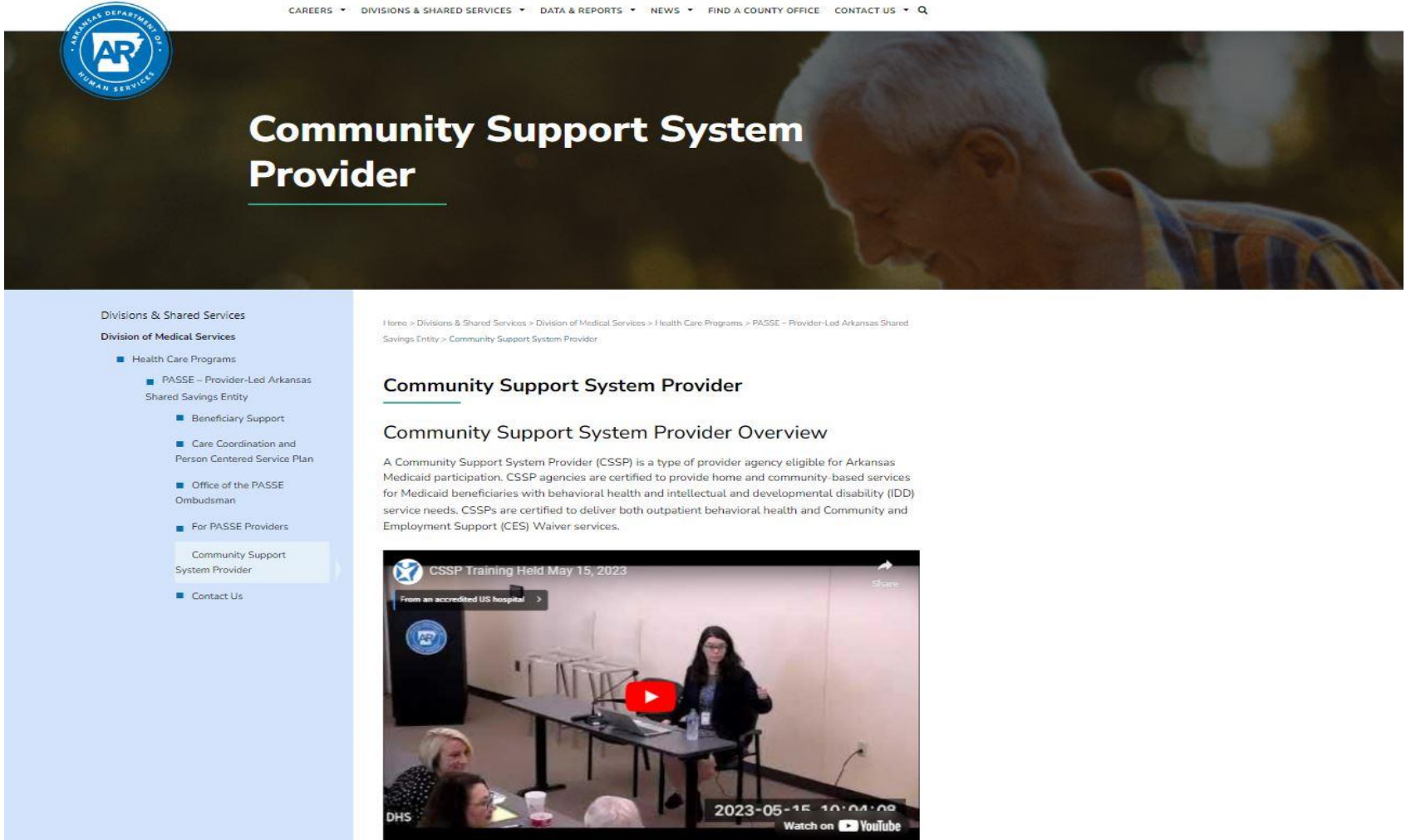
Divisions & Shared Services

Provider Services & Quality Assurance

- About DPSQA
- Agency Provider Certification for ARChoices in Homecare
- Arkansas Lifespan Respite
- Community Services Licensure and Certification
- Contact DPSQA
- DPSQA Policies and Regulations
- DPSQA Memorandums
- Consumer Long-Term Care Information
- Enterprise Licensing System (ELS)
- Electronic Background Check
- Freedom of Choice List
- Frequently Asked Questions



Website Update - Community Support System Provider (CSSP)



The screenshot shows the Arkansas Department of Human Services website. At the top, there is a navigation menu with links for CAREERS, DIVISIONS & SHARED SERVICES, DATA & REPORTS, NEWS, FIND A COUNTY OFFICE, and CONTACT US. The main header features the Arkansas Department of Human Services logo and the title "Community Support System Provider" in large white text over a background image of an elderly man. Below the header, a left sidebar contains a navigation tree under "Divisions & Shared Services" and "Division of Medical Services". The main content area includes a breadcrumb trail, a sub-header "Community Support System Provider", and an overview paragraph. A video player is embedded, showing a training session titled "CSSP Training Held May 15, 2023".

Arkansas Department of Human Services

CAREERS ▾ DIVISIONS & SHARED SERVICES ▾ DATA & REPORTS ▾ NEWS ▾ FIND A COUNTY OFFICE CONTACT US ▾ Q

Community Support System Provider

Home > Divisions & Shared Services > Division of Medical Services > Health Care Programs > PASSE - Provider-Led Arkansas Shared Savings Entity > Community Support System Provider

Community Support System Provider Overview

A Community Support System Provider (CSSP) is a type of provider agency eligible for Arkansas Medicaid participation. CSSP agencies are certified to provide home and community-based services for Medicaid beneficiaries with behavioral health and intellectual and developmental disability (IDD) service needs. CSSPs are certified to deliver both outpatient behavioral health and Community and Employment Support (CES) Waiver services.

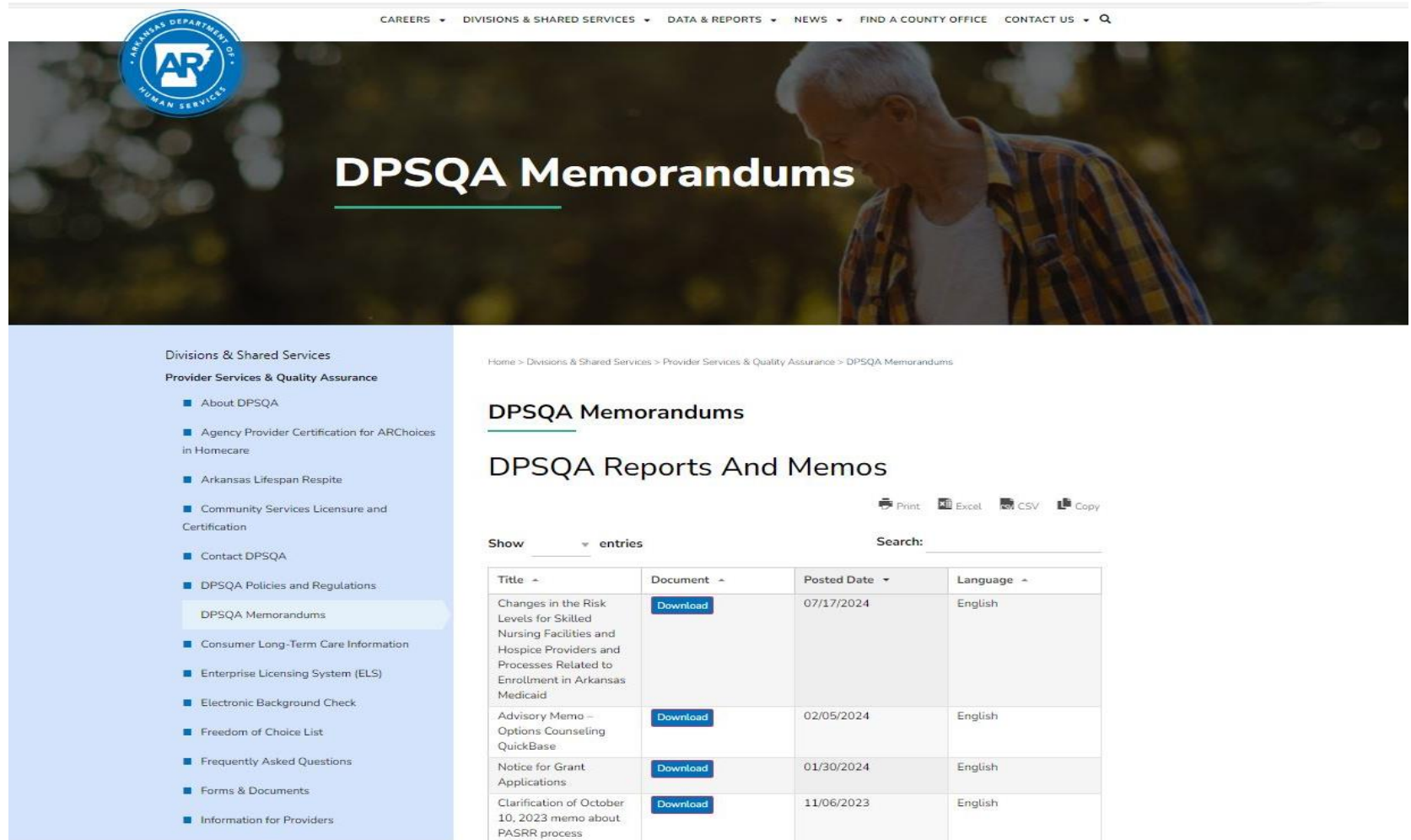
CSSP Training Held May 15, 2023

From an accredited US hospital > Share

2023-05-15 10:04:09

Watch on YouTube

Website Updates - DPSQA Memorandums



The screenshot shows the website interface for the Arkansas Department of Human Services. At the top, there is a navigation menu with links for CAREERS, DIVISIONS & SHARED SERVICES, DATA & REPORTS, NEWS, FIND A COUNTY OFFICE, and CONTACT US. The main header features the department's logo and the title "DPSQA Memorandums" in large, bold text. Below the header, a breadcrumb trail reads: Home > Divisions & Shared Services > Provider Services & Quality Assurance > DPSQA Memorandums. The page is divided into two main sections: a left sidebar and a main content area. The sidebar, titled "Divisions & Shared Services", contains a sub-section "Provider Services & Quality Assurance" with a list of links. The "DPSQA Memorandums" link is highlighted. The main content area has a sub-header "DPSQA Memorandums" and "DPSQA Reports And Memos". Below this, there are options to print, export to Excel, CSV, or copy. A "Show" dropdown is set to "entries" and a "Search:" field is present. A table lists four documents with columns for Title, Document (with a Download button), Posted Date, and Language.

Title	Document	Posted Date	Language
Changes in the Risk Levels for Skilled Nursing Facilities and Hospice Providers and Processes Related to Enrollment in Arkansas Medicaid	Download	07/17/2024	English
Advisory Memo – Options Counseling QuickBase	Download	02/05/2024	English
Notice for Grant Applications	Download	01/30/2024	English
Clarification of October 10, 2023 memo about PASRR process	Download	11/06/2023	English

Website Update - Provider Sign-Up



We Care. We Act.
We Change Lives.

Providers can use the form below to sign up for one or more email groups, depending on their provider type or certifications, to get emails with important announcements, guidance, and information from DPSQA. Please select the all of the emails you wish to begin or continue to receive before hitting submit.

First name *

Last name *

Email *

County *

Please select your county ▼

Provider Name *

Title *

Provider type *

- ABA Therapist
- Adult Developmental Day Treatment
- AR Choices Provider
- Assisted Living Provider
- CES Waiver Provider
- CSSP Provider
- Developmental Therapist
- Early Intervention Day Treatment
- Intermediate Care Facility for IDD
- Mental Health Counselors
- NATP programs
- Nursing Homes
- Nursing Home Administrators
- OBHA Provider
- OT/PT Speech Therapist
- PACE Providers
- Residential Care Facility
- Self Direction
- Personal Care Providers

Submit



humanservices.arkansas.gov

Enterprise Licensing System (ELS) Updates

Available Now

- Providers can submit applications and renewals with supporting documentation in ELS.
- The CSSP application can be filed in ELS.
- The provider can pay all fees in ELS.
- DPSQA can return applications to providers in ELS if more information is needed, rather than the application being denied and having to be resubmitted. Provider will receive a notification as to why the application is being returned to them. This update was available 9/30/24.



Enterprise Licensing System (ELS) Updates

Future State

- Change of information by the facility.
- Providers will be able to print their licenses in ELS.
- Notices will be system generated, as opposed to being emailed or mailed.
- Provider will have the ability to submit Reconsideration Requests in the portal.
- Plans of Correction will be able to be sent through ELS.



Inspections of Care Assistance

Most Commonly Seen Items

- Failure to Upload Documentation
 - Frequently, reconsideration requests reflect that the documentation was available at the time.

- Failure to Have a Policy
 - The facility does not have a policy for a particular item.

- Incident Reporting – CSSP, EIDT, and ADDT
 - Section 601 in CSSP manual and Section 701 in EIDT/ADDT states: “An CSSP/EIDT/ADDT must report all alleged, suspected, observed, or reported occurrences...within one (1) hour of death or serious injury or any incident that might be of interest to the public or media”...“Submit reports of all other incidents within forty-eight (48) hours of the event.”



Inspections of Care Assistance

Most Commonly Seen Items

- Employee Records
 - Background Checks, Drug Screens, and/or Registry Checks (Ex. specifically say upon hire and every 5 years for background checks and upon hire and every two (2) years thereafter)
 - Job Descriptions
 - Expired Certifications – ex. CPR
 - Training

- Medication
 - Policies
 - Charts/Logs
 - Medication Management Plan



HCBS Settings Rules Updates

In 2014, CMS announced a requirement for states to review and evaluate Home and Community Based Settings, including beneficiary and non-beneficiary settings, to determine if they complied with the HCBS Setting Rules.

APPLIES TO:

Medicaid authorities subject to:

- ARChoices in Homecare Waiver,
- Living Choices Assisted Living Waiver, and
- Community and Employment Support Waiver.

In late 2022, DPSQA began visiting locations to determine if they had complied with these rules. This included visits to Assisted Living Facilities, Residential Care Facilities, and Community and Employment Support Waiver locations.

As of September 2024, Arkansas is continuing to work with providers to ensure they comply with these regulations.



HCBS Settings Rules Updates

Regulatory criteria subject to the CAP

All settings:

- The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS at 42 CFR §441.301(c)(4)(i) (entire criterion except for “control personal resources”);
- The setting is selected by the individual from among setting options including non-disability specific settings and an option for a private unit in a residential setting. The setting options are identified and documented in the person-centered service plan and are based on the individual’s needs, preferences, and for residential settings, resources available for room and board at 42 CFR §441.301(c)(4)(ii);



HCBS Settings Rules Updates

Regulatory criteria subject to the CAP

All settings:

- Optimizes, but does not regiment, individual initiative, autonomy, and independence in making life choices, including but not limited to, daily activities, physical environment, and with whom to interact at 42 CFR §441.301(c)(4)(iv); and
- Facilitates individual choice regarding services and supports, and who provides them at 42 CFR §441.301(c)(4)(v).

Provider-owned or controlled residential settings:

- Individuals sharing units have a choice of roommate in that setting at 42 CFR §441.301(c)(4)(vi)(B)(2); and
- Individuals have the freedom and support to control their own schedules and activities at 42 CFR §441.301(c)(4)(vi)(C) (entire criterion except for “have access to food at any time”).



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@ARHumanServices



ARHumanServices

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