

The Arkansas PASSE Program

Office of Substance Abuse and Mental
Health

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ARKANSAS
DEPARTMENT OF
**HUMAN
SERVICES**

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What is a PASSE?

Program Background

- Comprehensive Managed Care Program providing health coverage for:
 - Intellectually disabled individuals on community waiver
 - Behavioral Health patients with functional deficits evidenced by independent assessment
- Who is eligible for PASSE?
 - Intellectually/Developmentally disabled individuals who are in an Intermediate Care Facility (ICF); or on the CES Waiver; or on the CES waiver wait list and receiving Medicaid state plan services.
 - Medicaid beneficiaries who are age 4 and above with a documented mental health diagnosis and, following a referral from the treating provider, scored a Tier II or III on a behavioral health independent assessment.
- Care coordination for all services, including home and community-based services



Purpose of PASSE

Managed Care Model

- To improve the health of Arkansans who need intensive levels of specialized care due to BH and/or IDD diagnoses
- To link providers of physical health care with specialty providers of BH and IDD services
- To coordinate care for all community-based services for individuals with intensive levels of specialized care needs
- To reduce excess cost of care due to over-utilization and under-utilization of appropriate care
- To allow flexibility in the array of services offered to the population served
- To increase the number of service providers available in the community to the population covered



PASSE Eligibility

Independent Assessment

- The Arkansas Independent Assessment (ARIA or IA)
 - The State's contractor, Optum, performs independent assessments for the various specialty populations eligible for PASSE, including Behavioral Health and IDD beneficiaries
 - The independent assessment tool utilizes branching logic to place beneficiaries into tiers: Tiers I, II, and III
- Independent Assessment Referrals
 - Behavioral Health Beneficiaries:
 - Behavioral Health Services providers or Primary Care providers may make a referral for an IA
 - IDD Beneficiaries:
 - Division of Developmental Disabilities Services refers for an IA

PASSE Members with Complex Needs

Managed Care Model

- All PASSE members have more extensive needs than the general Medicaid population because of their diagnosis and the functional deficit related to their diagnoses
- All smaller subsets of the PASSE population have complex needs due to:
 - Involvement in multiple systems, including justice system or child welfare
 - Have serious behaviors that threaten community safety
 - Have an intellectual disability and significant symptoms of a mental health condition



Covered Services

Arkansas Medicaid Mandatory Services

Mandatory Services (All Medicaid State Plan Services & CES Waiver Services)

Hospital Services – Inpatient & Outpatient	Nurse Practitioner
Physician Services	Home Health Services
Laboratory & X-Ray	Federally Qualified Health Centers
Child Health Services EPSDT (Under 21)	Family Planning Services and Supplies
Rural Health Clinic	Certified Nurse Midwife Services
HCBS services	Mental Health Services
Clinic Based services	



Covered Services

Home & Community Based Specialty Services (HCBS)

Home and Community Based Services (HCBS)

- CMS defines HCBS as types of person-centered care delivered in the home and community to address the needs of people with functional limitations who need assistance with everyday activities.
- HCBS are designed to enable people to stay in their homes, rather than moving to a facility for care.
- AR has created a combined program that allows individuals who have a mental health diagnosis and at risk of services in an institutional setting, or IDD diagnosis and meet institutional level of care, to receive HCBS reimbursed through the PASSE
- The PASSE is responsible for care coordination, identification of the HCBS that meets the member's needs, and connection to appropriate HCBS.



Covered Services

Home & Community Based Specialty Services (HCBS)

HCBS services include, but are not limited to:

- Behavioral Assistance
- Adult Rehabilitative Day Service
- Peer Support
- Pharmacologic Counseling by RN
- Supportive Life Skills Development
- Supportive Employment
- Supportive Housing
- Child & Youth Support
- Partial Hospitalization
- Therapeutic Host Homes
- Therapeutic Communities
- Planned & Emergency Respite
- Residential Community Reintegration



Excluded Services

PASSE Excluded Services

Excluded Services	
Nonemergency medical transportation	Assisted living facility services
Dental benefits	Human development center services (except respite)
School-based services provided by school employees	Waiver services provided to adults with physical disabilities through the ARChoices in Homecare program or the AR Independent Choices program
Skilled nursing facility services	Transplants (Still Covered by Traditional Medicaid)

Care Coordination vs. Case Management

- Case management refers to managing the client's "case" (BH diagnosis) and how to best connect the client with resources as needs arise.
- Care coordination refers to an ongoing team-based approach to organize and coordinate the "case" and the client and all of their needs, including integrating care from different health professions and social service needs.
- Care coordination is a process to try to bridge the gaps in client's care as they move through the healthcare system. The focus becomes getting information from one provider to another.
- Care coordination also includes population care coordination, which means a coordinated way of providing community-based services across the population served.



PASSE Support Contacts

Who Can You Call If You Have Questions?



1 Call your PASSE.

If you have questions about your current services, services that you need, or care coordination, you can call your PASSE.

Arkansas Total Care **1-866-282-6280**
Caresource **1-833-230-2005**
Empower **1-866-261-1286**
Summit **1-844-405-4295**

2 Call PASSE Beneficiary Support.

If you need information about the PASSEs or if you want to switch to a new PASSE within 90 days of assignment or "for cause," call **1-833-402-0672**.

3 Call the PASSE Ombudsman Office.

The Ombudsman Office handles any concerns PASSE members may bring to its attention. Call **1-844-843-7351**.

You might want to call if:

- Your care coordinator hasn't contacted you at least once per month.
- You have concerns your PASSE can't help with.

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PASSE Support Contacts

PASSE Specific Contacts for Providers

Arkansas Total Care

- <https://www.arkansastotalcare.com>
- 1-866-282-6280

CareSource

- <https://www.caresource.com>
- 1-833-230-2100

Empower

- <https://www.getempowerhealth.com>
- 1-855-429-1028

Summit

- <https://summitcommunitycare.com>
- 1-844-462-0022



For More Information

Visit

[PASSE - Provider-Led Arkansas Shared Savings Entity - Arkansas Department of Human Services](#)



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