Overview of Licensing & Certification of HCBS Programs

Division of Provider Services & Quality Assurance

ARKANSAS DEPARTMENT OF HUMAN SERVICES

Agenda

1. Welcome
2. What Are Home & Community-Based Services (HCBS)?
3. Facility Types DPSQA Licenses and Certifies
4. Overview of Licensing and Certification Readiness by Facility Type
5. Questions & Wrap Up
6. Resources

What Are Home & Community-Based Services (HCBS)?

HCBS are services designed to support people with everyday activities and help them live in their home or community.



Who HCBS supports

Older adults and people with physical disabilities, mental health conditions, or intellectual or developmental disabilities



Where care happens

In a person's own home or community, rather than in a long-term care facility



Goal of services

Allow people to continue living in their community as independently as possible

Provider Types DPSQA Licenses and Certifies

DPSQA licenses and certifies 24 provider types that provide community-based services.

Day programs	• Adult Day Services • Adult Day Care	• Adult Developmental Day Treatment • Adult Day Health Care	• Adult Health Day Services • Early Intervention Day Treatment
Support at home	• Attendant Care • Personal Care	• Personal Emergency Response System • Environmental Modification	• Home-Delivered Meals • Respite In-Home
Residential & respite	• Assisted Living Facility Level I • Assisted Living Facility Level II	• Post-Acute Head Injury • Respite Facility-Based	• Level 1 Therapeutic Community • Level 2 Therapeutic Community
Treatment & coordination	• Alcohol & Other Drug Abuse Treatment Program • Behavioral Health Agency	• Crisis Stabilization Unit • Community Support System Provider	• Program of All-Inclusive Care for the Elderly • Targeted Case Management

Licensing and Certification Readiness

The following slides provide licensing and certification readiness overviews for each facility type. The overviews cover five core areas:

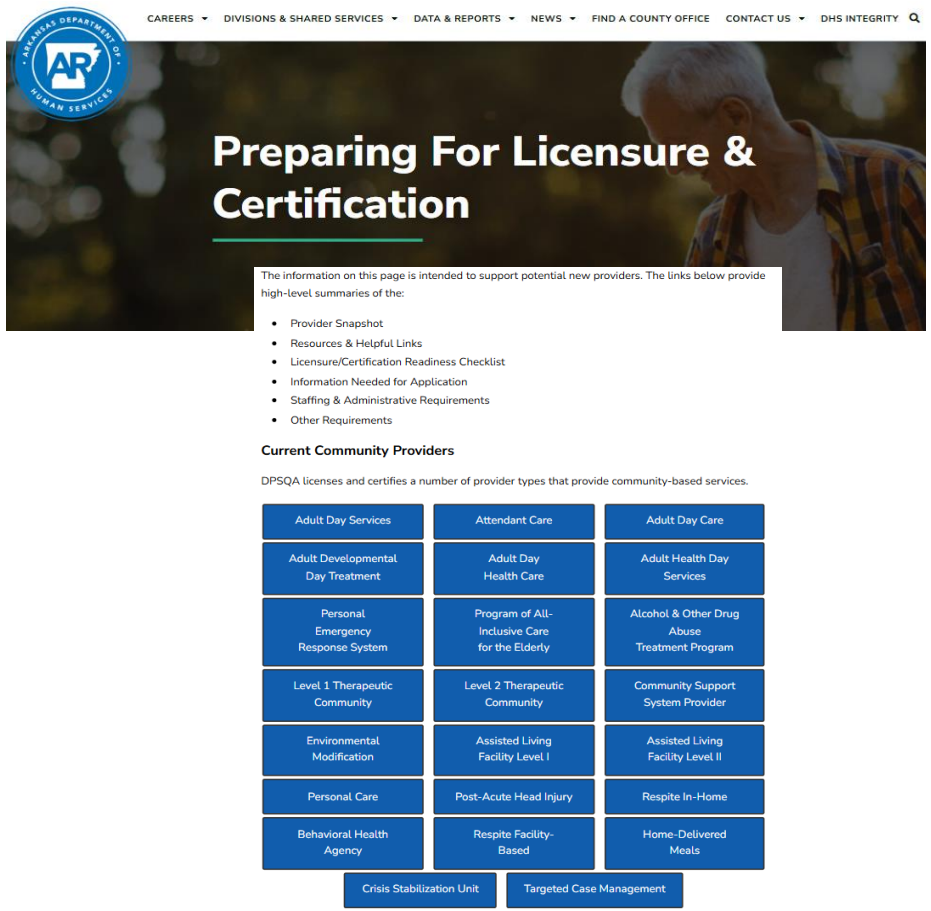
01 **Populations**
Who the program serves

02 **Care setting**
Where services take place

03 **Covered services**
What support the program provides

04 **Provider qualifications**
Licensing, certification, and other requirements

05 **Providers**
Which organizations may deliver the services



Overview of Adult Day Care

An Adult Day Care provider operates a licensed ADC program that provides care and supervision to adults with functional impairments for part of the day, outside of their home. ADCs serve 4 or more individuals, for more than 2 and less than 24 hours per day.

Populations

Serves individuals 18 years of age or older, who by reason of mental or physical disability require care and supervision and qualify for Medicaid under ARChoices Waiver.

Care Setting

Operates as a community-based program where clients attend for a portion of the day to receive supervision, care, and services that support social, physical, and mental well-being.

Covered Services

Core Services: Support for activities of daily living; Individual and group activities; Medication administration and management support; Dietary support

Optional Services: Transportation between the client's home and the facility

Provider Qualifications

- A long-term care facility license
- Compliance with ADC licensure standards
- Program design, staffing requirements and ratios, and physical and environmental standards
- Completed and submitted application with fees ($5 per licensed slot) and required documentation

Providers

- Standalone adult day care centers
- Senior-services organizations
- Nonprofit community organizations
- For-profit adult day service companies
- HCBS organizations

Overview of Adult Day Health Care

An Adult Day Health Care provider operates a licensed program that delivers rehabilitative and health services to adults with functional impairments to support their health restoration and maintenance needs. ADHCs serve four or more individuals for more than two and less than 24 hours per day.

Populations

Serves adults age 18 or older who, due to a mental or physical disability, require care and supervision, have a physician's written recommendation for ADHC services, and have needs that cannot be met by an adult day care program.

Care Setting

Operates as a community-based outpatient program where an interdisciplinary care team provides health, therapeutic, and social services that support participants' health, well-being, and functioning.

Covered Services

Core Services: Health and personal care, individual and group activities, medication management, and dietary support

Optional Services: Transport between the client's home and the facility

Provider Qualifications

- Holds a long-term care facility license
- Maintains required staffing levels and qualified leadership
- Meets ADHC program, facility, and safety standards
- Submits the required application, fees, and documentation

Providers

- Licensed Adult Day Health Care programs
- Community-based ADHC facilities
- Long-term care organizations operating licensed ADHC programs

Overview of Adult Day Health Services

Adult Day Health Services programs provide rehabilitative and health services that address participants' health restoration and maintenance needs when those needs cannot be met by adult day care programs.



Populations

Serves adults age 65 and older, or adults ages 21–64 who have a qualifying physical disability and qualify for Medicaid under the ARChoices Waiver.



Care Setting

Provides services in a community-based, non-residential adult day health center.



Covered Services

Core Services: Rehabilitative and therapeutic services; supportive health and social services; skilled nursing services and supervision; structured activities and engagement opportunities; daytime care



Provider Qualifications

- Holds a DPSQA Adult Day Health Care facility license
- Meets Home and Community-Based Services settings requirements
- Maintains adequately trained and qualified staff
- Meets ARChoices certification and Freedom of Choice requirements



Providers

- Licensed adult day health centers
- Community-based day health programs
- HCBS organizations operating licensed adult day health centers

Overview of Adult Day Services

Adult Day Services is an ARChoices waiver service provided in a group setting that offers daytime care and supervision to four or more individuals outside of their homes.

Populations

Serves adults age 65 and older, or adults ages 21–64 who have a qualifying physical disability and qualify for Medicaid under the ARChoices Waiver.

Care Setting

Operates as a community-based, non-clinical program where individuals attend for part of the day to receive supervision, care, and services that support their social, physical, and mental well-being.

Covered Services

Core Services: Assistance with activities of daily living; Medication administration and management; Dietary support; Individual and group activities; Daytime supervision and care

Provider Qualifications

- Holds a DPSQA Adult Day Services facility license
- Meets HCBS settings requirements
- Maintains adequately trained and qualified staff
- Completes the ARChoices provider certification application and required documentation
- Approved for placement on Freedom of Choice List

Providers

- Certified Adult Day Services programs
- Standalone adult day service agencies
- Community-based senior service organizations
- Nonprofit community service organizations
- Multi-service home- and community-based service providers

Overview of Adult Developmental Day Treatment

An Adult Development Day Treatment provider is a licensed day treatment clinic that delivers medically necessary day treatment services to adults with intellectual or developmental disabilities.

Populations

Serves adults age 21 and older, and individuals ages 18–21 with a diploma or certificate of completion, who have a qualifying intellectual or developmental disability originating before age 22 and expected to continue indefinitely

Care Setting

Operates as a community-based clinic where clients attend during the day to receive services aligned with their individual treatment plans (ITP), while remaining integrated in the broader community

Covered Services

Core Services: Evaluation and treatment planning services; Individualized, habilitative services which foster skill-building and readiness for employment

Optional Services: Nursing services, occupational therapy, physical therapy, speech-language pathology, and transportation

Provider Qualifications

- Compliance with ADDT licensure standards
- Plans for maintaining staffing requirements and ratios
- Facility which meets physical and environmental standards
- Completed and submitted application with fees and required documentation for the specific service location

Providers

- Nonprofit developmental-disability service organizations
- For-profit development services agencies
- Community & Employment Supports (CES) waiver organizations
- Multi-service intellectual and development disability organizations
- Standalone clinics

Overview of Alcohol & Other Drug Abuse Treatment Programs

An Alcohol & Other Drug Abuse Treatment Program provides treatment and rehabilitative services intended to reduce or eliminate harmful or addictive use of alcohol and other drugs.

Populations

Serves individuals with alcohol or other drug use disorders who require treatment or rehabilitative services to reduce or eliminate harmful or addictive substance use.

Care Setting

Provides structured, individualized treatment through outpatient, partial-day, and residential treatment centers.

Covered Services

Core Services: Partial-day or residential treatment; medical evaluations; counseling; rehabilitative and social programs; detoxification; adolescent treatment; specialized women's services; opioid treatment; case management; aftercare planning

Provider Qualifications

- Meets AODATP licensure standards
- Maintains qualified staff, required supervision, training, and staffing ratios
- Meets facility, safety, accessibility, inspection, and records requirements
- Completes the application and Standards Review Team review process

Providers

- Outpatient treatment centers
- Partial-day treatment programs
- Residential treatment centers
- Specialized adolescent, women's, detoxification, and opioid treatment programs

Overview of Assisted Living Level I

An Assisted Living Level I is licensed under Arkansas law to provide assisted living services, directly or through contractual arrangements, to residents for periods exceeding 24 hours, and serves individuals who require assistance with daily living but do not need higher-level personal care or nursing services.

Populations

Serves adults age 65 and older, or adults ages 21–64 who have a qualifying physical disability with lower acuity who are independent with support

Care Setting

Operates as an apartment based residential community that supports independence and daily living assistance for lower-acuity residents without operating like a nursing facility or medical setting

Covered Services

Core Services: Assistance with ADLs; medication assistance and monitoring; transportation support; supervision and emergency response; meals and dietary services; housekeeping and laundry services; coordination of external home health services; social activities

Provider Qualifications

- Valid Permit of Approval and approved physical site
- Plans to maintain minimum staffing levels
- Implemented written policies and procedures
- Passed unannounced life-safety code and initial surveys
- Completed and submitted application with fees and required documentation

Providers

- Standalone assisted living community
- Nonprofit senior living organizations
- For-profit assisted living companies
- Faith-based retirement communities
- Continuing Care Retirement Communities
- Rural senior housing organizations

Overview of Assisted Living Level II

An Assisted Living Level II is licensed under Arkansas law to provide assisted living services to individuals with higher personal and health care needs than those allowed in Level I assisted living, without providing 24-hour nursing care.

Populations

Serves adults age 65 and older, or adults ages 21–64 who have a qualifying physical disability, higher acuity, are community-based, and qualify for Medicaid under Living Choices Waiver

Care Setting

Operates as an apartment-based residential community with visible nursing support and structured medication management, offering a higher level of support than traditional assisted living without looking or functioning like a nursing home

Covered Services

Core Services: Direct care services (assistance with ADLs); medication administration; assistance with obtaining transportation; limited nursing services; periodic nursing evaluations; therapeutic social/recreational activities

Provider Qualifications

- Valid Permit of Approval and approved physical site
- Plans to maintain minimum staffing levels
- Implemented written policies and procedures
- Passed unannounced life-safety code and initial surveys
- Completed and submitted application with fees and required documentation

Providers

- Assisted living communities with nursing staff
- Nonprofit aging-services organizations
- Memory-support assisted living communities
- Multi-service senior care organizations
- Health-system-affiliated senior living organizations

Overview of Attendant Care

Attendant Care services help eligible individuals remain in their homes and communities by maintaining, strengthening, or restoring their ability to complete daily activities and avoid unnecessary institutional care.

Populations

Serves adults age 65 and older, or adults ages 21–64 who have a qualifying physical disability and qualify for Medicaid under the ARChoices Waiver.

Care Setting

Provides support in an individual's home or while accompanying the individual to other locations, including medical appointments, community activities, and work-related activities.

Covered Services

Core Services: Assistance with activities of daily living (ADLs); Assistance with instrumental activities of daily living (IADLs); Support with health-related tasks; Hands-on assistance, supervision, and cueing

Provider Qualifications

- Licensed as a Private Care Agency by the DHS
- Meets Medicaid enrollment, ADH New Provider, and Freedom of Choice requirements
- Uses qualified, trained aides under appropriate supervision
- Maintains required background checks, insurance, service plans, and records

Providers

- Licensed private care agencies
- Medicaid-enrolled attendant care providers
- Agencies employing qualified and certified personal care aides
- Providers approved for the Freedom of Choice List

Overview of Behavioral Health Agency

A Behavioral Health Agency is a DHS-certified outpatient behavioral health clinic that delivers mental health and substance use disorder services as part of Arkansas's community-based behavioral health continuum.

Populations

Serves individuals with mental health or substance use disorder treatment needs appropriate for outpatient and community-based care, including services intended to prevent higher-acuity care.

Care Setting

Services are provided through a licensed, free-standing outpatient behavioral health clinic in a non-residential setting.

Covered Services

Core Services: Psychiatric evaluation and medication management; individual and family therapy; outpatient mental health and substance use disorder services; crisis services; crisis stabilization

Provider Qualifications

- Free-standing outpatient behavioral health agency
- Required national accreditation and DHS BHA certification
- Qualified clinical, behavioral health, medical, and administrative staff
- Required site surveys and compliance with state, federal, Medicaid, and DHS standards

Providers

- DHS-certified Behavioral Health Agencies
- Free-standing outpatient behavioral health clinics
- Community-based mental health and substance use treatment organizations

Overview of Community Support System Providers

A Community Support System Provider (CSSP) is a certified, community-based provider that delivers outpatient behavioral health rehabilitation and support services to individuals with mental illness or substance use disorders.

Populations

Serves individuals with behavioral health needs and/or intellectual or developmental disabilities who require varying levels of community-based support.

Care Setting

Provides structured outpatient and community-based services with coordinated clinical oversight, offering higher-intensity support without institutional care.

Covered Services

Core Services: Life skills development; counseling; behavioral health rehabilitation and support services; crisis stabilization; substance use detoxification services

Provider Qualifications

- Maintains accreditation from an approved organization
- Employs qualified staff and maintains appropriate clinical oversight
- Meets applicable staffing, safety, records, and crisis-response standards
- Completes certification requirements for the appropriate service level

Providers

- Base-level Community Support System Providers
- Intensive-level Community Support System Providers
- Enhanced-level Community Support System Providers
- Community-based behavioral health agencies

Overview of Crisis Stabilization Unit

Crisis Stabilization Units provide short-term, intensive stabilization services for adults experiencing behavioral health crises and serve as alternatives to hospitalization or incarceration.

Populations

Serves adults age 18 and older who are experiencing a psychiatric or substance use-related crisis, or both, and may pose an escalated risk of harm to themselves or others.

Care Setting

Services are provided 24/7 in a short-term, facility-based setting with clinical, nursing, and physician support. Facilities have 16 beds or fewer.

Covered Services

Core Services: Behavioral health and substance use evaluation; observation and stabilization; crisis intervention; care coordination and referral; discharge and next-step planning

Provider Qualifications

- DHS certification and required crisis stabilization policies
- Qualified multidisciplinary staff with 24/7 coverage
- Nursing support and physician availability at all times
- Facility, life-safety, emergency preparedness, and medication-control compliance

Providers

- DHS-certified Crisis Stabilization Units
- Facility-based behavioral health crisis programs
- Multidisciplinary mental health and substance use crisis providers

Overview of Early Intervention Day Treatment

Early Intervention Day Treatment (EIDT) is a clinic-based Medicaid benefit designed to help children develop and improve skills in areas such as cognition, communication, social and emotional development, motor development, and adaptive skills.

Populations

Children and youth under age 21 with developmental disabilities, developmental delays, or qualifying intellectual/developmental disability diagnoses who need at least one medically necessary therapy or nursing service.

Care Setting

Operates as a clinic-based, non-residential pediatric treatment setting. Services are delivered at a licensed facility where children typically attend for several hours per day and return home afternoon.

Covered Services

Core Services:
Comprehensive developmental evaluations; day habilitative services; occupational therapy (OT); physical therapy (PT); speech-language pathology (SLP); nursing services

Optional Services:
Transportation services

Provider Qualifications

- Be enrolled as an Arkansas Medicaid provider
- EIDT license from the Arkansas Department of Human Services, Division of Provider Services and Quality Assurance (DPSQA)
- Maintain a child-care facility license from the Arkansas Department of Education

Providers

- Specialized pediatric therapy clinics
- Early childhood and hospital-affiliated developmental centers
- Developmental disability service organizations
- Community-based pediatric rehabilitation providers
- Nonprofit developmental programs

Overview of Environmental Modification

Environmental Modification providers are certified individuals or entities that modify an eligible individual's residence to support health and safety, promote independence, and help avoid institutional care.

Populations

Serves adults age 65 and older, adults ages 21–64 with qualifying disabilities, and other eligible individuals who need home modifications to support health and independent living.

Care Setting

Provides physical adaptations in the participant's residence that comply with local building codes and are integrated into the individual's living situation.

Covered Services

Core Services: Installation of wheelchair ramps; widened doorways; bathroom accessibility modifications; electrical or plumbing adaptations; sidewalks, pads, and fencing

Provider Qualifications

- Holds required Arkansas licenses, bonds, and professional credentials
- Complies with applicable building codes and accessibility standards
- Maintains required permits, insurance, staff checks, and training
- Meets ARChoices and/or CES certification requirements

Providers

- Licensed contractors and trades professionals
- Certified environmental modification providers
- Organizations providing home accessibility modifications
- ARChoices and CES-certified provider entities

Overview of Home-Delivered Meals

Home-Delivered Meals providers are certified nutrition services providers that deliver meals to eligible, homebound individuals.

Populations

Serves adults age 65 and older or adults ages 21–64 with a qualifying physical disability who are Medicaid-eligible under the ARChoices Waiver, are largely homebound, cannot prepare some or all meals, and lack another person who can do so.

Care Setting

Meals are delivered directly to individuals in their place of residence.

Covered Services

Core Services: One hot or frozen meal per day; meals providing one-third of established Dietary Reference Intakes; meal preparation, handling, transportation, and delivery

Provider Qualifications

- Uses a kitchen approved by the Arkansas Department of Health
- Provides meals approved by a registered dietitian
- Meets food safety, sanitation, permitting, and food-handler requirements
- Meets ARChoices certification and Freedom of Choice requirements

Providers

- Certified nutrition services providers
- Home-delivered meal organizations
- Approved food establishments providing ARChoices meals

Overview of Level 1 Therapeutic Community

A Level 1 Therapeutic Community operates a secure residential facility that provides 24-hour supervision and therapeutic services for individuals with behavioral health needs, with a focus on personal growth and accountability.

Populations

Serves high-acuity individuals with behavioral health needs whose individualized plans of care require at least 42 hours of planned counseling-level or rehabilitative-level services per week.

Care Setting

Provides care in a secure residential facility located within or near the individual's community, using the least restrictive setting possible.

Covered Services

Core Services: Physician services and medication management; individual and group behavioral health counseling; behavioral assistance; supportive activities

Provider Qualifications

- Certified and enrolled as a behavioral health agency
- Maintains qualified staff, clinical oversight, and required staffing ratios
- Meets therapeutic community facility, safety, and operational standards
- Completes facility inspection and provider certification requirements

Providers

- DHS-certified Level 1 Therapeutic Communities
- Behavioral health agencies operating approved therapeutic community sites
- Secure residential behavioral health facilities

Overview of Level 2 Therapeutic Community

A Level 2 Therapeutic Community operates a secure residential facility that provides structured therapeutic services for individuals with behavioral health needs, emphasizing personal growth, accountability, and caregiver involvement.

Populations

Serves individuals with behavioral health needs who require a lower level of care than Level 1 services but still need a structured residential setting with continuous supervision.

Care Setting

Provides care in a secure residential facility located within or near the individual's community, using the least restrictive setting possible.

Covered Services

Core Services: Physician services and medication management; individual and group behavioral health counseling; behavioral assistance; supportive activities

Provider Qualifications

- Certified and enrolled as a behavioral health agency
- Maintains qualified staff, clinical oversight, and required staffing ratios
- Meets therapeutic community facility, safety, and operational standards
- Completes facility inspection and provider certification requirements

Providers

- DHS-certified Level 2 Therapeutic Communities
- Behavioral health agencies operating approved therapeutic community sites
- Secure residential behavioral health facilities

Overview of Personal Care

Personal Care providers are licensed agencies, organizations, or other entities that provide individually designed, medically necessary services to assist beneficiaries with physical dependency needs.

Populations

Serves Medicaid beneficiaries of all ages with physical dependency needs who require assistance with activities of daily living, live in non-institutional community settings, and are authorized to receive services under a state-approved plan.

Care Setting

Services are provided in the beneficiary's home and, at the state's option, in another location.

Covered Services

Core Services: Hands-on assistance with physical dependency needs related to the following activities of daily living: bathing, bladder and bowel requirements, dressing, eating, incidental housekeeping, laundry, personal hygiene, shopping for personal maintenance items, taking medication, mobility and ambulation

Provider Qualifications

- Holds an Arkansas Private Care Agency license
- Uses qualified and trained personal care aides under appropriate supervision
- Maintains individualized service plans, required records, and service logs
- Meets Medicaid enrollment, ADH New Provider, and Freedom of Choice requirements

Providers

- Licensed private care agencies
- Agencies employing qualified personal care aides
- Medicaid-enrolled personal care providers

Overview of Personal Emergency Response System

Personal Emergency Response System (PERS) is an in-home, 24-hour electronic support system that connects participants with an emergency response center, enabling them to quickly secure help during a physical, medical, or environmental emergency.

Populations

Serves high-risk individuals approved for the ARChoices Waiver whose need for PERS has been assessed by a Division of Aging, Adult, and Behavioral Health Services nurse.

Care Setting

Operates in an individual's private residence, including a personal home, apartment, or other community-based living setting.

Covered Services

Core Services: Installation and maintenance of PERS equipment; wearable emergency alert device; 24/7 monitoring and two-way communication; notification of caregivers, responders, or emergency services

Provider Qualifications

- Provides FCC-approved equipment that meets UL safety standards
- Operates or contracts with a qualified emergency response center
- Uses qualified installers and maintains trained emergency responders
- Meets ARChoices certification and Freedom of Choice requirements

Providers

- Personal emergency response system companies
- Medical alert system providers
- Emergency monitoring and response centers
- Home- and community-based service organizations offering PERS

Overview of Post-Acute Head Injury

Post-Acute Head Injury providers operate licensed residential facilities that deliver retraining and rehabilitation services to adults with head injury-related disabilities. Facilities serve three or more individuals.

Populations

Serves individuals age 18 and older, or ages 16–17 if sufficiently mature, with head injuries or other neurological impairments who no longer require inpatient hospital care but need post-acute residential retraining and rehabilitation.

Care Setting

Services are provided in a licensed residential facility that supports daily living, education, and vocational functioning.

Covered Services

Core Services: Residential care and supervision; individualized retraining and rehabilitation; vocational rehabilitation; occupational, physical, and speech therapy; psychological support; cognitive training; individual and group activities; dietary services

Provider Qualifications

- Holds a Post-Acute Head Injury facility license
- Maintains qualified management and sufficient rehabilitation and care staff
- Meets facility, safety, sanitation, and environmental standards
- Maintains required policies, records, and resident protections

Providers

- Licensed Post-Acute Head Injury facilities
- Residential neurological rehabilitation facilities
- Organizations providing post-acute retraining and rehabilitation

Overview of Program of All-Inclusive Care for the Elderly

A Program of All-Inclusive Care for the Elderly (PACE) provider delivers an integrated, comprehensive model of care that coordinates medical, long-term care, and social services for older adults who need nursing facility-level care.

Populations

Serves adults age 55 and older who need nursing home-level care and live in a PACE service area, including individuals with significant physical limitations or cognitive impairments.

Care Setting

Provides coordinated services across PACE centers, participants' homes, and inpatient facilities.

Covered Services

Core Services: All Medicaid services; primary and preventive care; acute and long-term care; home-based support; transportation; additional medically necessary care identified by the care team

Provider Qualifications

- Holds an appropriate Adult Day Health Care license
- Completes the PACE certification application and supporting documentation
- Successfully completes a facility survey
- Meets applicable CMS and Arkansas certification requirements

Providers

- Certified PACE organizations

Overview of Respite Facility-Based

Respite Facility-Based providers deliver short-term, temporary care in a licensed facility to provide planned or emergency relief for primary caregivers.

Populations

Serves adults age 65 and older or individuals ages 21–64 with a physical disability who cannot be left safely alone.

Care Setting

Services are provided outside the participant's home in an eligible licensed facility.

Covered Services

Core Services: Short-term facility-based supervision and care; assistance with activities of daily living; support with health-related needs; planned or emergency caregiver relief

Provider Qualifications

- Holds the license required for the applicable facility type
- Uses qualified and trained staff under appropriate supervision
- Maintains individualized service plans and required service records
- Meets Medicaid enrollment, ADH New Provider, and Freedom of Choice requirements

Providers

- Residential care facilities
- Nursing facilities
- Adult day care and adult day health care facilities
- Level I and Level II assisted living facilities
- Hospitals

Overview of Respite In-Home

Respite In-Home providers deliver short-term, temporary care in a participant's home to provide planned or emergency relief for primary caregivers, and services are delivered by licensed personal care or home health agencies.

Populations

Serves adults age 65 and older or individuals ages 21–64 with a physical disability who cannot be left safely alone.

Care Setting

Services are provided in the participant's home.

Covered Services

Core Services: Short-term supervision and care; assistance with activities of daily living; support with health-related needs; planned or emergency caregiver relief

Provider Qualifications

- Holds an Arkansas Private Care Agency license
- Uses qualified and trained aides under appropriate supervision
- Maintains individualized service plans, required records, and service logs
- Meets Medicaid enrollment, ADH New Provider, and Freedom of Choice requirements

Providers

- Licensed personal care agencies
- Licensed home health agencies
- Medicaid-enrolled in-home respite providers

Overview of Targeted Case Management

Targeted Case Management providers help eligible Medicaid beneficiaries access medical, social, educational, and other services appropriate to their needs.

Populations

Serves beneficiaries of all ages with developmental or physical disabilities, functional limitations, or complex needs who lack sufficient supports and require service coordination.

Care Setting

Services may be provided in the beneficiary's home, a doctor's office, or other community locations based on the beneficiary's needs.

Covered Services

Core Services: Assessing beneficiary needs; service plan development; referrals to medical, social, and community resources; appointment coordination; follow-up and ongoing contacts to support access to services

Provider Qualifications

- Licensure, certification, or organizational status suited to the population served
- Qualified case managers with required education, licensure, or experience
- Administrative, financial, documentation, and tracking systems
- Medicaid enrollment, certification, and Freedom of Choice compliance

Providers

- Organizations qualified to serve the applicable target population
- Developmental and physical disability service organizations
- Community-based case management agencies
- Medicaid-enrolled Targeted Case Management providers



Questions & Wrap Up



Resources

01 **How to Become a Provider**
Licensing, requirements, and application processes
humanservices.arkansas.gov / How to Become a Provider

02 **Preparing for Licensure & Certification**
Provider snapshots and readiness checklists
humanservices.arkansas.gov / Preparing for Licensure & Certification

03 **Home & Community-Based Services (HCBS)**
HCBS overview, waivers, and services
humanservices.arkansas.gov/newsroom/hcbs/

04 **Arkansas Administrative Rules**
Division 14 listing includes Rule 016.14.03-007: Document & Records Retention
law.cornell.edu/regulations/arkansas/agency-016/division-14

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