

State of Arkansas
95th General Assembly
Regular Session, 2025

A Bill

HOUSE BILL 1943

By: Representative L. Johnson

By: Senator B. Davis

For An Act To Be Entitled

AN ACT TO AMEND THE MEDICAID PROVIDER-LED ORGANIZED CARE ACT; TO IMPROVE THE ENROLLMENT AND SELECTION PROCESS IN RISK-BASED PROVIDER ORGANIZATIONS; TO EMPOWER MEDICAID BENEFICIARIES WITH USEFUL INFORMATION ABOUT RISK-BASED PROVIDER ORGANIZATIONS AVAILABLE TO THEM; AND FOR OTHER PURPOSES.

Subtitle

TO AMEND THE MEDICAID PROVIDER-LED ORGANIZED CARE ACT; TO IMPROVE THE ENROLLMENT AND SELECTION PROCESS IN RISK-BASED PROVIDER ORGANIZATIONS; AND TO EMPOWER BENEFICIARIES WITH INFORMATION.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. Arkansas Code Title 20, Chapter 77, Subchapter 27, is amended to add additional sections to read as follows:

20-77-2709. Quality rating system.

(a) The risk-based provider organizations shall have a basic quality rating system that is accessible online that includes ratings for each risk-based provider organization based on data that includes at a minimum the following measures that are currently collected by the risk-based provider organization:

(1) The number of days before initial delivery of home- and community-based services for individuals who have received a waiver slot in



the Community and Employment Support Waiver;

(2) The care coordinator caseload ratios;

(3) The scores of a satisfaction survey of members of the risk-based provider organization that includes at least the following:

(A) The satisfaction of individuals assessed with intellectual and developmental disabilities with their level of integration into the community;

(B) The satisfaction of individuals assessed with intellectual and developmental disabilities who report satisfaction with their living arrangements;

(C) The numbers and percentages of enrollees assessed with intellectual and developmental disabilities who are engaged in meaningful, competitive employment;

(D) The satisfaction with care coordinators by individuals assessed with intellectual and developmental disabilities and by intellectual and developmental disabilities service providers;

(E) The satisfaction with care coordinators by individuals assessed with behavioral health needs and by behavioral health providers;

(F) The satisfaction with the website or portal of the risk-based provider organizations by individuals assessed with intellectual and developmental disabilities and by intellectual and developmental disabilities service providers;

(G) The satisfaction with the website or portal of the risk-based provider organizations by individuals assessed with behavioral health needs and by behavioral health providers;

(H) The overall satisfaction with the risk-based provider organization by individuals assessed with intellectual and developmental disabilities and by intellectual and developmental disabilities service providers; and

(I) The overall satisfaction with the risk-based provider organization by individuals assessed with behavioral health needs and by behavioral health providers;

(4) The percentage of individuals assessed with intellectual and developmental disabilities who receive follow-up care after an emergency department visit within seven (7) days;

(5) The percentage of individuals assessed with behavioral

health needs who receive follow-up care after an emergency department visit within seven (7) days;

(6) The percentage of members between three (3) years age and twenty-one (21) years of age who had at least one (1) comprehensive well-care visit with a primary care provider or an obstetrician-gynecologist practitioner during the measurement year;

(7) The percentage of newly enrolled members who receive an initial contact with a care coordinator within fourteen (14) days;

(8) The percentage of enrolled members who receive monthly contact with a care coordinator; and

(9) The incidence of enrollee complaints or grievances.

(b) The ratings shall be prominently displayed on the website of Department of Human Services for risk-based provider organizations.

20-77-2710. Provider directories.

(a) Each risk-based provider organization shall provide to enrollees real-time access to its provider network directory through a link on the website of Department of Human Services and on the website of the risk-based provider organization.

(b) The risk-based provider organizations shall ensure that the provider directories are updated for the upcoming plan year so that enrollees can make informed decisions.

(c) When an existing network provider's status has or will change to out-of-network, the risk-based provider organization shall make that change in the provider directory within ten (10) business days of the change being communicated to or from the risk-based provider organization.

20-77-2711. Beneficiary support office.

(a) The Department of Human Services shall have a dedicated beneficiary support system that is adequately staffed and trained to meet the requirements of 42 C.F.R. § 438.71, as existing on January 1, 2025.

(b) Enrollees and other members of the public shall be able to easily contact the department for information about the risk-based provider organization, including open enrollment, choice counseling, updated information on provider networks, assistance in understanding how to use the quality rating system to select a plan, and other pertinent information.

(c) The ombudsman shall also have the authority to help enrollees informally resolve issues between enrollees and risk-based provider organizations.

SECTION 2. DO NOT CODIFY. Rules.

The Department of Human Services may promulgate rules to implement this act.

SECTION 3. EFFECTIVE DATE.

This act shall be effective on January 1, 2026.

APPROVED: 4/21/25