

# CareSource in Arkansas

## Webinar FAQs

FAQ	Question	Answer
FAQ 1	When will the website be updated to include Arkansas information?	CareSource Arkansas now has a site! <a href="https://www.caresource.com/arkansas">https://www.caresource.com/arkansas</a>
FAQ 2	Do you know when we will get the benefit package information for behavioral health providers/beneficiaries?	We are working with clinical on developing a PA look up tool.
FAQ 3	If a contract is signed by a group, what is your credentialing process for each provider.	We are following the PASSE and NCQA guidelines.
FAQ 4	These "life services" are not typically discussed as a responsibility of a PASSE. Will these services be covered by the PASSE program for your members or will they have to pay for additional coverage outside of Medicaid?	Life Services programs are an added benefit that CareSource is bringing to the market at no cost to the member.
FAQ 5	Why do you contract prior to credentialing?	This is the standard process in building a Network.
FAQ 6	What will be the required qualifications for care coordinators?	The PASSE contract requires that the coordinators have a year of experience with IDD and/or behavioral health or a bachelor's degree.
FAQ 7	Can we receive a copy of CareSource's boiler plate contract?	Yes, once you have completed the application process a boilerplate contract will be sent to you.
FAQ 8	What will be the daily responsibilities of the care coordinators? There is a lack of clarity among the current PASSE members.	Our care coordinators are responsible for the development of the PCSP and meeting regularly with the member and the member's providers.
FAQ 9	Does CareSource plan to subcontract any of the administrative duties?	CareSource is a fully integrated plan, all under the CareSource roof with the exception of Vision. We will have a separate Vision vendor.

<b>FAQ 10</b>	How do we access this webinar to reference later? Is that possible?	This webinar will be posted on our new website: <a href="https://www.caresource.com/arkansas">https://www.caresource.com/arkansas</a>
<b>FAQ 11</b>	May we set up a time to have someone from CareSource come to our center and introduce CareSource to our staff?	Yes. Please send an email to Arkansas_Network@caresource.com
<b>FAQ 12</b>	Is there a fee schedule available when completing the contract application?	CareSource is following the Arkansas Medicaid fee schedules except for HCBS Services. That fee schedule will be provided during contracting.
<b>FAQ 13</b>	Will be paying the same rates as Medicaid?	CareSource is following the Arkansas Medicaid fee schedules except for HCBS Services. That fee schedule will be provided during contracting.
<b>FAQ 14</b>	What EVV system will be utilized?	CareSource is currently vetting out EVV vendors for the PASSE. Once a vendor is selected information will be available on the CareSource Arkansas website
<b>FAQ 15</b>	As of now, all our members are with other PASSEs. Will they be introduced to CareSource as an option?	When CareSource goes live, it will be a new option for PASSE members during Open Enrollment.
<b>FAQ 16</b>	What types of pediatric patients do you serve?	To be eligible for the PASSE you must be 4 years or older.
<b>FAQ 17</b>	What is your plan for your EVV?	See above response on EVV
<b>FAQ 18</b>	How can we see the fee schedule?	CareSource is following the Arkansas Medicaid fee schedules except for HCBS Services. That fee schedule will be provided during contracting.

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