

Arkansas Department of Human Services
Care Continuity Emergency Response
Internal Procedures (Pending Legislative Approval)

The Arkansas DHS COVID-19 Care Continuity Emergency Response Reimbursement Payment (CCER) program is being administered by the Office of Payment Integrity and Audit (OPIA).

Process Flow

Interested providers will access the link to the Care Continuity Emergency Response program from <https://humanservices.arkansas.gov/resources/response-covid-19/response-covid-19-providers-1> which will include links to the rules of the program, Frequently Asked Questions and the Reporting Form they will use to request reimbursements. The Reporting Form is a Word document that can be filled out by the provider, utilizing drop-down menus and variable sized text blocks to tell which category of reimbursement they are requesting as well as the amount requested.

The provider will print this document and sign the attestation located on the last page then scan it and e-mail it to caresactfunding@dhs.arkansas.gov along with scans of receipts or any other supporting documents desired.

OPIA staff will save each reporting form and its supporting documents and evaluate each request as they are submitted according to the criteria outlined in Care Continuity Emergency Response Reimbursement Payment document located on the website. Providers will be notified of any denials or modification via e-mail. The provider will be notified of their appeals rights in this communication.