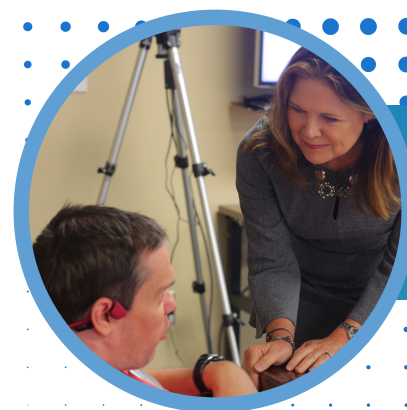




# MEDICAID CLIENT VOICE COUNCIL ENGAGE

Volume 9

The Medicaid Client Voice Council seeks to amplify voices and increase feedback from the clients of Medicaid-funded programs.



Arkansas DHS Secretary Kristi Putnam visits with Medicaid Client Voice Council member Bradley Ledgerwood.

## What's BEING SAID

"Care coordinator training is a main focus that all of us have, and it's really a full-time job - to make sure that we've got a solid, accurate, up-to-date onboarding and that we're doing regular training and refreshers and introducing new topics to all of our care coordinators. It is truly critical."

Lauren Grounds with Arkansas Total Care, answering a question about PASSE care coordinators.



# What's HAPPENING



## PASSE REPRESENTATIVES PAY A VISIT

What is a PASSE? PASSE stands for Provider-Led Arkansas Shared Savings Entity. There are four PASSEs currently operating in Arkansas: Arkansas Total Care, Summit Community Care, Empower Healthcare Solutions, and CareSource. Representatives from all four PASSEs visited the most recent meeting of the Arkansas Medicaid Client Voice Council to educate Council members about these healthcare coverage groups. They serve Medicaid clients with complex behavioral health, and/or developmental or intellectual disabilities. Each PASSE helps coordinate person-centered service plans and transition services for their members. You can scan the QR code below to learn much more and hear what questions our Council members had for these PASSE representatives.

## VIEW THE LAST MEETING



### OPEN ENROLLMENT IS HAPPENING NOW!

OCTOBER 1-31  
2023

**WANT TO KEEP  
YOUR SAME PASSE?**

You don't have to do anything!

**WANT TO SWITCH  
TO A DIFFERENT PASSE?**

Call PASSE Beneficiary Support at  
1-833-402-0672.

You can change one time during  
Open Enrollment.

The change becomes effective Jan. 1 2024.

For more information visit [ar.gov/passe](https://ar.gov/passe)





# What's AHEAD

Next Council Meeting

Tuesday, November 14th, 11 a.m.- 2 p.m.

AFMC Campus



Arkansas Medicaid Control Center Director Amy Webb provides an unwinding update

## BACK TO NORMAL OPERATIONS

Arkansas joins Idaho as the first two states to finish the process of redetermining Medicaid eligibility for all beneficiaries whose coverage was extended due to special rules that had been in place during the pandemic. It is a process that all states must undergo since President Biden in May declared that the pandemic-related public health emergency (PHE) was over. During the PHE, states were prohibited from disenrolling most beneficiaries from Medicaid even if they no longer qualified. "We want everyone who is eligible to get covered. Especially if they are kids. Especially if they have significant health issues. But we also have to follow the federal rules and requirements. And part of that is people have to return their information for us to keep them covered."

Amy Webb, Arkansas Medicaid Control Center Director.

## COUNCIL INPUT

"I got my renewal packet probably 60 to 90 days ago – I was probably one of the later waves – and I just want to say it was the cleanest, shortest, simplest request for information that I have ever gotten from DHS. So kudos."

Alison Caballero  
Little Rock



Director Paula Stone tells Council members about the newly formed Office of Substance Abuse and Mental Health.

# Meet THE COUNCIL



**KRISTEN ARNOLD  
CONWAY**



**DEANDRIA BASS-CARRIGAN  
CONWAY**



**ALISON CABALLERO  
LITTLE ROCK**



**BRITTANY GILMORE  
DEQUEEN**



**NAYTHAN DYKE  
FORT SMITH**



**GALE HOLLAWAY  
HARDY**



**HEATHER HONAKER  
LITTLE ROCK**



**ETANDRA MCCLURE  
LITTLE ROCK**



**FRANK HELLMER  
LITTLE ROCK**



**MICHELE LAPPIN  
WHITE COUNTY**



**BRADLEY LEDGERWOOD  
CASH**



**DARONDA WILLIAMS  
PRESCOTT**



**KEVIN HOOVER  
EUREKA SPRINGS**



**YOLANDA TRAYLOR  
LITTLE ROCK**



**JERRY WATSON  
PINE BLUFF**



**ANGELICA YANEZ  
ROGERS**



# Meet THE COUNCIL



**MICHELLE PEDRO**  
SPRINGDALE



**BETTY RAIFORD**  
PINE BLUFF



**AMANDA SANDERS**  
MOUNTAIN HOME



**REBA SHIPLEY**  
JONESBORO