



Division of Medical Services

P.O. Box 1437, Slot S401, Little Rock, AR 72203-1437

P: (501) 682-8292 F: (501) 682-1197

OFFICIAL NOTICE

TO: Health Care Providers – All Providers

DATE: March 26, 2024

SUBJECT: Upcoming Continuous Glucose Monitor and Diabetic Supplies Billing Update

I. General Information

As previously communicated, Arkansas Medicaid is updating the billing processes for diabetic supplies including Continuous Glucose Monitors (CGM), which will be changing to a pharmacy claim type submission by both pharmacies and DME providers. **Pharmacies will be able to begin billing diabetic supplies via regular NCPDP billing for beneficiaries starting 5/1/2024. DME providers will begin billing in the new portal starting 7/1/2024.**

- DME providers will have an extra 60 days from the previous communicated 5/1 start date to transition to the new portal beginning 7/1/2024.
- The official portal enrollment and training details will be announced on a separate Official Notice.
- Please note that the upcoming billing process change will not apply to those members with Medicare Part B benefits, or for those members needing traditional insulin pumps with tubing and canula type supplies, as the current Durable Medical Equipment (DME) benefit and billing rules will remain unchanged.
- Existing DME prior authorizations for CGM and other diabetic supplies will be extended until 6/30/2024, unless hitting the 6-month limitation. Those prior authorizations at the 6-month limit or a new request may be authorized until 6/30.

II. Location for Diabetic Supplies Information

Please visit the pharmacy website <http://ar.magellanrx.com> for all diabetic supply announcements and criteria. The Magellan Help Desk can be reached Monday through Friday, from 8:00am to 5:00pm, at (800) 424-7895.

If you have questions regarding this notice, please contact Cynthia Neuhofel with the Arkansas Department of Human Services at (501) 683-4120, or by email at cynthia.neuhofel@dhs.arkansas.gov. If you need this material in an alternative format, such as large print, please contact the Office of Rules Promulgation at (501) 320-6428.

Arkansas Medicaid provider manuals (including update transmittals), official notices, notices of rule making, and remittance advice (RA) messages are available for download from the [Division of Medical Services website](#).

Thank you for your participation in the Arkansas Medicaid Program.

/s/ Elizabeth Pitman

Elizabeth Pitman
Director