



Division of Medical Services

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OFFICIAL NOTICE

TO: Health Care Providers – All Providers

DATE: April 25, 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. Because the rule is still pending approval, **the official start date is postponed**. Additional communications will be provided closer to the date of implementation.

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 8:00 am to 5:00 pm, 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
