



Division of Medical Services

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OFFICIAL NOTICE

TO: Health Care Providers – All Providers

DATE: March 2, 2026

SUBJECT: Other Medical Service PA Process Type Now Available for Carved-Out Drugs and Services

I. General Information

Effective January 1, 2026, the Arkansas Department of Human Services (DHS) began requiring providers to submit Physician Administered Drug (PAD) Prior Authorization (PA) requests to Prime Therapeutics.

Some drugs and services were not included in this transition and must continue to follow the carved out PA processes listed in this notice. To support these items, on February 25, 2026, the Medicaid Provider Portal will include a new Other Medical Services PA Process Type.

Providers may also submit reconsideration requests for PAD PAs previously denied by AFMC through the Provider Portal using the standard reconsideration process.

II. PAD Drugs and Services Carved Out

- **Submit under Utilization Review**
 - Medications Administered During Transplants
Including J2562- Mozobil (plerixafor)
Submit to Utilization Review ([UR Contact Information](#)) following the existing protocol. This process remains unchanged.
 - Sickle Cell Gene Therapy
J3394- Lvfgenia (lovotibeglogene autotemcel)
J3392- Casgevy (exagamglogene autotemcel)
J3389- Zevaskyn (prademagene zamikeracel)
Submit to Utilization Review ([UR Contact Information](#))

- **Submit via the Medicaid Provider Portal**
 - Skin substitutes/Wound care
Including Q4186-Epifix
Submit under Other Medical Service PA Process Type (PT 112)
 - Knee injections
J7318-J7332
Submit under Viscosupplementation PA Process Type (PT 113)

- Radiopharmaceuticals - Considered Supplies
 Including the following
 - A9513- Lutathera (lutetium Lu 177 dotatate)
 - A9595- Pylarify (piflufolastat F 18)
 - A9607- Pluvicto (lutetium Lu 177 vipivotide tetraxetan)
 - Submit under Other Medical Service PA Process Type (PT 112)
- Allergy Injections
 no NDC required
 Submit under Professional Services PA Process Type (PT 126)

III. Providers may Submit Reconsideration Requests via the Provider Portal for any PAD PAs Previously Denied By AFMC

Provider may submit reconsideration requests following the normal process as follows:

- Sign into the Provider Portal
<https://portal.mmis.arkansas.gov/armedicaid/provider/Home/tabid/135/Default.aspx>
- Navigate to the Care Management Tab and Select View Authorization Status
- Click Search Options tab
- Key in the PA Tracking Number from the original denial PA request
- Click the search button
- Your PA will display in the search results
- Click on the PA Tracking Number link to open the denied PA
- In the Service Details section, check the Reconsider Box
- Upload any new attachments via the attachment section
- Click the Submit Attachments button to submit the attachments
- Click the Submit Reconsideration button to submit the reconsideration request

II. Contact Information for Obtaining Prior Authorization

When obtaining a Prior Authorization from the **Arkansas Foundation for Medical Care (AFMC)** please send your request to the following:

Arkansas Foundation for Medical Care	
In-state and out-of-state toll free for inpatient reviews, Prior Authorizations for surgical procedures and assistant surgeons only	1-800-426-2234
General telephone contact, local or long distance – Fort Smith	(479) 649-8501 1-877-650-2362
Fax for Molecular Pathology only	(479)-649-0799
Fax – General	(479) 649-0799
Mailing address	Arkansas Foundation for Medical Care, Inc. P.O. Box 1508 Fort Smith, AR 72902

Physical site location	1101 South 21 st Street Fort Smith, AR 72901
Office hours	8:00 a.m. until 4:30 p.m. (Central Time), Monday through Friday, except holidays
Web portal – AFMC	https://reviewpoint.afmc.org/s/login/
Web portal – Arkansas Medicaid	https://portal.mmis.arkansas.gov/armedicaid/provider/Home/tabid/135/Default.aspx

If you have questions regarding this notice, please contact the Provider Assistance Center at (800) 457-4454 toll-free or locally at (501) 376-2211.

If you need this material in an alternative format, such as large print, please contact the Office of Policy and Rules 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.



Elizabeth Pitman
Director