



Division of Medical Services

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OFFICIAL NOTICE

TO: Health Care Providers – Prosthetics (Includes Durable Medical Equipment (DME) and Orthotics)

DATE: July 18, 2024

SUBJECT: New Diabetic Supply Billing Update

I. General Information

As previously communicated, Arkansas Medicaid is updating the billing processes for diabetic supplies including Continuous Glucose Monitors (CGMs), which will be changing to a pharmacy claim type submission by both pharmacies and DME providers. The official start date is 8/1/2024 for both DME providers and pharmacy providers. **DME providers must enroll and use the new billing portal to provide diabetic supplies to Medicaid beneficiaries effective August 1, 2024. Pharmacy providers submitting claims for diabetic supplies will bill as normal prescriptions directly through the pharmacy system and do not need to use the new portal.**

For DME providers, the live training dates have already been held, but a video of the training is now posted on the pharmacy website at ar.magellanrx.com/provider-documents under the Diabetic Supplies tab.

II. Readiness for August 1, 2024 Start

Providers will need to discuss beneficiary supply needs and be ready with new prescription submissions for the change beginning 8/1/24. Enrolled Medicaid providers with prescriptive authority may prescribe the supplies for this new diabetic supply claims process.

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
