



**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: June 11, 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 (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.**

**II. Portal Registration and Billing for FFS DME Providers**

Beginning **July 1, 2024**, DME providers who manage diabetic supplies including CGMs may register for the new billing portal by logging into the DHS Pharmacy website managed by Prime Therapeutics/Magellan, at <https://ar.magellanrx.com>. To complete online registration, the DME provider will click on the Login icon in the upper right corner of the screen, then click on Provider, and click Register. This will generate a PIN, which is mailed to a physical address. A registration guide for the web portal is available at <https://ar.magellanrx.com/documents/d/arkansas/arkansas-medicaid-rx-uac-quick-start-guide>. If there are login issues to the portal, the Magellan Call Center has a web support option in the regular Help Desk phone tree at **(800) 424-7895**, where callers can be transferred to that center. Providers can also reach Web Support directly at (800) 241-8726 for help with portal login issues. A user guide is posted for the new DME web claim submissions, found at <https://ar.magellanrx.com/documents/d/arkansas/arkansas-medicaid-rx-web-claims-submission-user-guide> and does not require a login. Training will be provided for the new DME provider billing portal, with more specifics announced soon.

**III. Pharmacy Billing Providers**

Pharmacies billing NCPDP claims may begin to bill for the diabetic supplies as regular prescriptions on August 1, 2024. Diabetic supplies may be billed with a prescription for children and adults. For adults, the diabetic supplies will not count towards prescription limits.

**IV. Additional CGM and Diabetic Supplies Information**

Please visit the DHS Pharmacy website managed by Prime Therapeutics/Magellan at <http://ar.magellanrx.com>, and see the drop-down Resources tab for all diabetic supply announcements and criteria, including web portal submissions guidance. Registration is not needed to view this information. 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 Neuhofer with the Arkansas Department of Human Services at (501) 683-4120, or by email at [cynthia.neuhofer@dhs.arkansas.gov](mailto:cynthia.neuhofer@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