



Division of Medical Services

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OFFICIAL NOTICE

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

DATE: June 20, 2024

SUBJECT: Upcoming Continuous Glucose Monitor and Diabetic Supplies Training 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.**

Mark your calendars for the new portal training sessions that will occur in July, with the exact times and meeting links provided in the next few days:

- July 2nd in the am
- July 3rd in the am
- July 9th in the am
- July 9th in the pm

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.

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