



**Division of Medical Services**

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**OFFICIAL NOTICE**

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

**DATE: June 27, 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.**

**The new portal training session times for DME providers are below:**

- [July 2, 10:00 am](#)
- [July 3, 10:00 am](#)
- [July 9, 10:00 am](#)
- [July 9, 1:00 pm](#)

**II. Links to Meetings**

Each meeting listed above has an embedded link for that specific meeting. If there are any issues or concerns with those links, please email [cynthia.neuhofel@dhs.arkansas.gov](mailto:cynthia.neuhofel@dhs.arkansas.gov) to get a calendar invite forwarded directly to your email.

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.neuhofel@dhs.arkansas.gov](mailto: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

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