



NETWORK *Notification*

Notice Date: November 13, 2025
To: Arkansas PASSE Providers
From: CareSource PASSE
Subject: Supportive Living Billing Unit Transition
Effective Date: January 1, 2026

Summary

In compliance with the Department of Human Services (DHS) communication, CareSource PASSE will be transitioning to **Supportive Living Services being billed in 15-minute units**. Supportive Living Services will no longer be billed on a per diem basis. Per DHS, each 15-minute unit represents a discrete period of support that must be documented and billed accordingly.

Impact:

Effective January 1, 2026, CareSource PASSE will no longer accept supportive living claims submitted with a Per Diem unit of service.

Guidance for Reimbursement:

Providers should review the [updated rates](#) to see the new reimbursement based on a 15-minute unit.

Guidance for Authorizations:

The Service Determination team is prepared to collaborate on the transition from per diem authorizations to 15-minute increments. To expedite the issuance of authorizations, we recommend the following steps:

1. **Identify Point of Contact:** Please designate a point of contact for your team and share their information immediately with us at ServiceDeterminations@CareSourcePASSE.com.
2. **Member Information:** Provide a comprehensive list of all CareSource PASSE members, including their Member IDs and/or authorization IDs. This will facilitate a smooth transition.
3. **Validate Scheduled Hours:** Confirm the scheduled number of hours for each member. CareSource PASSE will cross-reference this with the last schedule on file to assist in the conversion process.
4. **Comprehensive Schedules:** Ensure that the schedules include all services the member receives, such as day programming, personal care and private duty nursing, to avoid any overlap and duplication of services.

Please note that the transition to 15-minute authorizations will begin on January 1, 2026. Consequently, per diem authorization units and end dates will be adjusted to conclude on December 31, 2025.

Questions?

We will be collaborating with providers, the state and professional organizations while we navigate the impactful process of adjusting this methodology. For more information, please contact Provider

Services at **1-833-230-2100** available Monday through Thursday from 8 a.m. to 5 p.m. Central Time (CT).

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