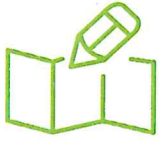


Independent Assessment (IA)

Do you or your child receive Behavioral Health Services?

Have you had your Independent Assessment?



What is an independent assessment?

A standardized questionnaire of high-needs Medicaid enrollees who require services in one or more of the following special needs categories: behavioral health, developmental disabilities, or aging/physically disabled adults.

Why do I need an Independent Assessment?

DHS has a new process for making decisions about the counseling services a person may receive.

It is called an Independent Assessment.

Can I still get services if I don't have the Independent Assessment?

You may still get individual, family and group counseling services from your therapist whether or not you have an independent assessment.

You can still see your doctor and get your medications.

Some services may not be paid for by Medicaid if the Independent Assessment is not completed by July 1, 2018.

What kind of questions will I be asked?

You will be asked questions about how you or your child are able to do things that you might do every day like, talk with friends, finish homework, or go to the store.

It is important that you be as honest as possible when answering the questions.

Don't be afraid, there are no right or wrong answers.

Who will be asking the questions & how long will it take?

The company DHS hired to ask the questions is called OPTUM.

They will contact you or work with your provider to schedule a time at your provider office, home or school to ask you the questions.

It will take about an hour to answers all of the questions.

What happens after the assessment?

A copy of the assessment results will be sent to you by mail.

Your provider will be sent a summary of the assessment results.

If you qualify for Tier 2 or Tier 3 services, expect a call from another person called a Care Coordinator who will be working with you to coordinate all of your health care needs.

What if I disagree with the results of my assessment?

If you disagree with the results of your assessment, you can speak with your provider to assist you with information for an appeal.

Have more questions?

If you have any questions, please contact your service provider or you may call Optum at 844-809-9538 for assistance

Selected Vendor: Optum

Optum proposed an instrument that is validated to use across the spectrum of special needs populations, which means the Arkansas-based assessment team will be trained to understand the needs of all these populations rather than just one. That will be especially helpful given that many clients have both mental health issues and developmental disabilities. Optum also will provide ongoing provider support and education.