



EXHIBIT C

In support of the Arkansas Act 575 of 2023 amending Arkansas Administrative Code, Title 23, Subtitle 3, Chapter 99, Subchapter 11, Arkansas Health and Wellness, QualChoice and QualChoice Life and Health have developed a plan to reduce services requiring prior authorization. This plan will be implemented on April 1, 2025 for the Marketplace product, Ambetter. This includes both the ARHome and Federally Facilitated Marketplace members. Key provisions of the plan are detailed below.

For the Marketplace program, the following provisions have been, and will continue to be, in place and ensure open access to care for Ambetter members:

- **No** prior authorization/referrals needed to obtain primary care services.
- **No** prior authorization/referrals needed to obtain specialty provider E&M services.
- **No** prior authorization/referrals needed to obtain behavioral health therapy services
- **No** prior authorization/referrals needed to obtain emergency room services
- **No** prior authorization/referrals needed to obtain observation services (up to 48 hours)
- **Maintain** a “Prior Auth” tool on our public website that allows a member or provider to check to see if a service requires a prior authorization
- **Continued** to perform annual service reviews, to determine if a prior authorization is still needed to manage risk.

Throughout 2024, the following activities and initiatives were implemented in anticipation of Act 575:

- Implemented Availity’s Provider Portal, which includes an enhanced online authorization submission process.
- Removed prior authorization requirements for 571 procedure codes
- Implemented various case management programs to ensure members are receiving the best care possible

In the spirit of Act 575, to reduce services requiring prior authorization and lessen the burden on providers, beginning April 1, 2025 Ambetter will no longer require prior authorizations for the following services:

- **All Inpatient Services, including medical and behavioral health acute stays (excluding transplants)**
- **Sleep Studies**
- **Quantitative Urine Drug Testing**
- **Pain Management**
- **Genetic Testing and Molecular Pathology**
- **Neurostimulators**
- **Laboratory and Pathology, General Code**
- **Hearing Aids and Related Supplies**



- **Wheelchairs**
- **Medical Equipment and Supplies Otherwise Classified**
- **CPAPS and BIPAPS**
- **Nursing Visits**
- **PET Scans**
- **Oxygen Equipment and Supplies**
- **Diabetic Drugs and Supplies**

To ensure members are receiving medically appropriate services, Ambetter will continue to require prior authorization for certain outpatient services and transplants in 2025 to ensure established clinical guidelines are being followed. Ambetter's "Prior Auth" tool, available on our public website, can be utilized to determine if a service requires a prior authorization.