

Licensure Process Change

Provider Frequently Asked Questions (FAQs)

1. What is changing?

Two recent changes have been made:

1. Certification requirements

Effective August 5, 2025, Personal Care Providers (Personal Care, Attendant Care, and Respite) will no longer need to certify with the Arkansas Department of Human Services (DHS) Division of Provider Services and Quality Assurance (DPSQA).

2. Changes to the Freedom of Choice List for Enrolled Personal Care, ARChoices Attendant Care, and Respite Providers

Current providers are already on the Freedom of Choice list with the counties previously selected. If you wish to make changes to your current county selection, please use the following link: [Forms & Documents - Arkansas Department of Human Services](#)

New providers will need to complete the form at the link below in order to be placed on the Freedom of Choice List. [Forms & Documents - Arkansas Department of Human Services](#)

2. Who is affected by these changes?

The following Personal Care Providers are affected by the change to certification requirements:

- State Plan Personal Care Providers
- ARChoices Attendant Care Providers
- ARChoices Respite Care Providers

All Medicaid Providers are affected by the changes made to the Freedom of Choice List.

3. Are any providers NOT affected by the change to certification requirements?

There is no change to certification requirements for ARChoices Providers who provide one or more of the following services:

- Home Delivered Meals
- Adult Day Care Services
- Adult Day Health Services
- Environmental Modifications
- Personnel Emergency Response System
- Targeted Case Management

For the services listed above, your licensure process to provide those services will remain the same. There is no change to your licensure process. This change does not apply to you. You will continue to be licensed and monitored by DPSQA or its' vendor.

4. What action do providers need to take?

For providers impacted by the change to certification requirements:

New Medicaid Providers

Should you wish to serve Medicaid beneficiaries by enrolling as a Personal Care Provider, an ARChoices Attendant Care Provider, or an ARChoices Respite Provider, you must be licensed by the Arkansas Department of Health (ADH) as a private care agency and must also adhere to the applicable Medicaid Manual requirements as well as complete the following Medicaid application process:

To enroll as an Arkansas Medicaid provider, you will [go to the online enrollment application](#) and apply. When applying online, there is less possibility for making errors that would result in your application being denied and returned to you for correction. If you fail to enter the necessary information, you will be prompted to provide the missing information.

Current Medicaid Providers

For current Personal Care Providers, ARChoices Attendant Care Providers, and ARChoices Respite Providers, certification with DPSQA is no longer required. You will go through the Arkansas Department of Health (ADH) for all licensing. You must continue to adhere to the applicable Medicaid Manual requirements and Medicaid provider enrollment requirements.

No immediate action is required. However, you will need to obtain a license from the Arkansas Department of Health (ADH) and submit it for revalidation/re-enrollment.

For all providers regarding changes made to the Freedom of Choice List:

Current providers are already on the Freedom of Choice list with the counties previously selected. If you wish to make changes to your current county selection, please use the following link: [Forms & Documents - Arkansas Department of Human Services](#)

New providers will need to complete the form at the link below in order to be placed on the Freedom of Choice List. [Forms & Documents - Arkansas Department of Human Services](#)

5. Where can I find additional information?

[insert link to new webpage]

6. What if I have questions or need assistance?

Inquiries regarding provider certification and licensure: If you have questions about how to enroll, call Arkansas Medicaid Provider Enrollment at (501) 376-2211 or toll free at (800) 457-4454. When prompted, select 0 for “Other Inquiries”, then option 3 for “Provider Enrollment”. [View or print Provider Enrollment contact information.](#)

Inquiries regarding the Freedom of Choice List can be directed to foclist@dhs.arkansas.gov.