



**Division of Medical Services  
Provider Reimbursement Unit**

P.O. Box 1437, Slot S535, Little Rock, AR 72203-1437  
P: 501.320.6191 F: 501.682.1197

May 11, 2020

**Re:** Arkansas Hospital and FQHC Medicaid Cost Reports

Dear Provider,

This letter serves as formal notification that effective May 1, 2021, Myers and Stauffer LC (MSLC), a certified public accounting firm, has been contracted by the Arkansas Department of Human Services (DHS) to perform the hospital rate settlements previously performed by Usable doing business as Pinnacle Business Solutions and to perform the FQHC settlements previously performed by Provider Reimbursement staff.

MSLC is in the process of developing a web portal which will enable providers to upload documents securely and respond to any additional information requests or open items during the cost report submission and subsequent settlement process. Providers will be notified with further information once the web portal is operational, including how to obtain login credentials and an optional training webinar to familiarize you with the interface. Until that time, please submit all inquiries and documentation via the email address provided below. **Note: Hospitals may consider consulting with their HIPAA Compliance Officer for policies on transmitting confidential data/PHI.**

During this transition process you should anticipate continued communication from Usable/Pinnacle for any engagements initiated but not yet completed. All reopening requests should be sent to MSLC utilizing the email address below. Cost report filing extension requests must be submitted in writing and approved by the Arkansas Division of Medical Services at least 15 calendar days before the five-month (or 150-day) filing deadline.

To better facilitate communication throughout the engagement process, Myers and Stauffer has established a dedicated email address for use by Arkansas hospital and FQHC facilities: [ARCostReports@mslc.com](mailto:ARCostReports@mslc.com). We have provided MSLC with our most updated email contact listing, however we encourage you to send the below contact information directly to Myers and Stauffer to ensure their database is accurate for future correspondence.

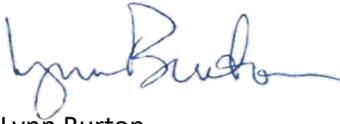
<b>Contact Information to be sent to</b> <a href="mailto:ARCostReports@mslc.com">ARCostReports@mslc.com</a>	<b>Myers and Stauffer Contact Information</b>
Facility Name(s) and Vendor Number(s) Address (only if different than address listed on cost report)	Myers and Stauffer LC 700 West 47 <sup>th</sup> Street, Suite 1100 Kansas City, Missouri 64112
Contact Name(s)	Chris Cole and James Fennell
Contact Phone Number(s)	800-374-6858
Contact Email Address(es)	<a href="mailto:ARCostReports@mslc.com">ARCostReports@mslc.com</a>

Email will serve as the primary mode of communication for any questions, additional information requests, general correspondence such as training webinars, and all other correspondence necessary to complete the engagement. Once the MSLC web portal is active, it will be critical any change in contact information is quickly communicated to their team as the portal's login security is controlled by user IP addresses.

We understand the transition to a new third party can be confusing, and we will take every effort to make this transition as smooth as possible. If you have any questions or concerns regarding the contents of this letter you may contact Brian Jones at [Brian.Jones@dhs.arkansas.gov](mailto:Brian.Jones@dhs.arkansas.gov).

We look forward to another year of working with the provider community to efficiently and effectively complete the Medicaid cost report engagement process and welcome any feedback you may have.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lynn Burton". The signature is fluid and cursive, with a long horizontal stroke at the end.

Lynn Burton  
Office of Finance/Provider Reimbursement  
Business Operations Manager