



TRAUMA ASSISTANCE PROGRAM -Support for Arkansas First Responders-

IMPORTANT INFORMATION

Under Act 398, First Responders are now eligible for up to 12 counseling sessions with a licensed mental health professional following a traumatic event experienced on the job.

Traumatic Assistance Program (TAP) is a voluntary program, offered by the Arkansas Municipal League, helping cities fulfill this obligation by managing the administrative process in a confidential manner.

To access these services, a municipality must first enter into a formal agreement to participate in TAP. Once enrolled, the impacted employee can be referred directly to TAP, or the employee may contact the TAP hotline to request services.

For more information, contact your area Arkansas Municipal League Field Representative. You can find their name and contact information at www.armunileague.org/field-reps.

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866.ARML.TAP
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TAP

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First Responders are entitled to 12 visits with a mental health professional following a traumatic event (traumatic bodily injury or death of a person, serious injury or abuse of a minor, immediate threat to the life of an individual or another person, or a mass casualty) suffered on the job. This voluntary program offered by the Arkansas Municipal League helps cities meet this obligation by managing every aspect of the administrative process.

SUMMARY OF THE TAP PROCESS

1. Agreement to Participate
 - The City enters into a formal agreement to participate in TAP.
2. Employee Awareness
 - The City distributes TAP informational materials to public safety employees to ensure awareness of available services under Act 398.
3. Referral Post-Traumatic Event
 - Following a qualifying traumatic event, the City refers the affected employee to TAP (or the employee may reach out to TAP on their own if the information is available).
4. Employee Initiates Contact
 - The public safety employee contacts the TAP hotline to request services.
5. Intake Form Completion
 - TAP sends the employee an intake form to complete (see attached reference form).
6. Event Verification
 - TAP reviews the form to confirm that the traumatic event occurred in the line of duty.
7. Employment Verification
 - An AML representative contacts the City to request an employee census to verify employment status.
8. Eligibility Confirmation
 - Once both employment and the qualifying event are confirmed:
 - TAP notifies the City that an active TAP case exists—without disclosing the employee's identity.
 - TAP refers the employee to a licensed provider within the TAP Network who meets the requirements of Act 398.
9. Counseling Services
 - The employee is then eligible for up to twelve (12) one-hour counseling sessions per calendar year. Provider reimbursement rates range from \$100 to \$150 per session.
10. Invoice Submission
 - Upon completion or discontinuation of care, the provider submits a final invoice to TAP. TAP then issues a de-identified invoice to the City for payment.
11. Utilization Monitoring
 - TAP collects and analyzes non-identifiable data to monitor program utilization trends and support ongoing evaluation.

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TAP connects first responders to specialized mental health care following traumatic events experienced in the line of duty. Arkansas law provides up to 12 counseling sessions after qualifying incidents such as serious injury, death, child abuse, or mass casualties. TAP is a voluntary program offered by the Arkansas Municipal League at no cost to first responders.



No Cost to First Responders

Care is paid for by the city. First Responders receive care at no personal expense.

Culturally Competent Counseling

Tailored support that understands the reality of frontline work.

Always Confidential

Sessions are never reported to HR or supervisors. Care is always confidential.

Contact TAP confidentially below. Responders receive care discreetly, whether through in-person appointments or telehealth.



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