

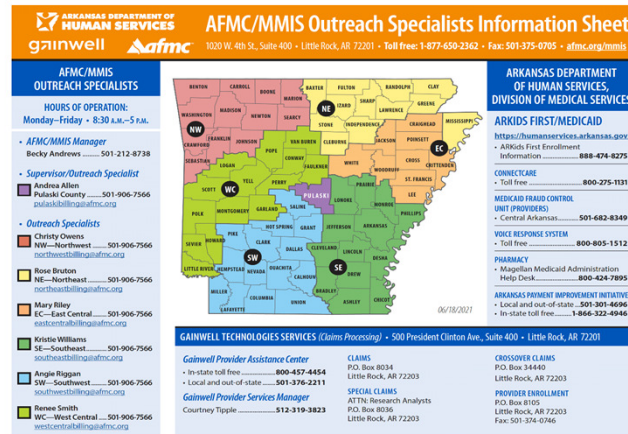


Introduction of the AFMC MMIS Team

AFMC/MMIS OUTREACH SPECIALISTS	
HOURS OF OPERATION: Monday–Friday • 8:30 A.M.–5 P.M.	
• AFMC/MMIS Manager	
Becky Andrews	501-212-8738
• Supervisor/Outreach Specialist	
Andrea Rowlett-Allen	Pulaski County • 501-906-7566 pulaskibilling@afmc.org
• Outreach Specialists	
Christy Owens	NW—Northwest • 501-906-7566 northwestbilling@afmc.org
Rose Bruton	NE—Northeast • 501-906-7566 northeastbilling@afmc.org
Mary Riley	EC—East Central • 501-906-7566 eastcentralbilling@afmc.org
Kristie Williams	SE—Southeast • 501-906-7566 southeastbilling@afmc.org
Angie Riggan	SW—Southwest • 501-906-7566 southwestbilling@afmc.org
Benee Smith	WC—West Central • 501-906-7566 westcentralbilling@afmc.org



AFMC MMIS Outreach Specialist Map



Who's Who at Medicaid

- Division of Medical Services (DMS)
<https://humanservices.arkansas.gov/offices>
- County offices (DCO)
<https://humanservices.arkansas.gov/offices/dhs-county-office-map>
- AFMC afmc.org
 - MMIS Outreach Specialists 501-906-7566 afmc.org/mmis
 - ConnectCare seeyourdoc.org 1-800-275-1131
 - Provider Relations Outreach Specialists-
afmc.org/providerrelations
 - AFMC-Review Department 479-649-8501
- eQHealth prior authorization and extension of benefits-
<https://eqhs.com>
Ar.pr@eqhs.com or 1-888-660-3831
- Health Management Systems (HMS) <https://hms.com>
1-877-HMS-0184
- Office of Medicaid Inspector General (OMIG) 1-855-527-6644
- Magellan Medicaid Administration Pharmacy Help Desk
1-800-424-7895, Option 2 for Prescribers
- Gainwell Technologies 1-800-457-4454
- PASSE-DHS PASSE Provider Call Center 1-888-889-6451
- MCNA Dental 1-800-494-MCNA
- Delta Dental Smiles Customer Service 1-866-864-2499



Agenda

DHS/DMS
Website

Quick Track
Training Series

Portal
Features

Portal
Updates

Things to
Know

Training



Department of Human Services (DHS)

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/>



Quick Track Training Series

Quick Track Training

AFMC proudly announces the quick track training series featuring short videos and corresponding handouts to get you up to speed — quickly! Each short episode in this series will instruct you on a particular skill so you can master what you need right now.

Video Links	Guides
Eligibility Verification Video	Eligibility Verification Guide
Files Exchange for HCI Video	Files Exchange for HCI Guide
How to Adjust/Edit a Claim Video	How to Adjust/Edit a Claim Guide
How to Access a PA Letter Video	How to Access a PA Letter Guide
Portal Password Reset Video	Portal Password Reset Guide
Timely Filing Video	Timely Filing Guide
How to Void a Claim Video	How to Void a Claim Guide

When you're ready, go to the [Health Care Provider Portal](#) to use what you've learned!



Healthcare Provider Portal

Home

Monday 07/26/2021 01:57 PM CST

Login

***User ID**

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Protect Your Privacy!
Always log off and close all of your browser windows

Would you like to enroll as a Provider or a Trading Partner?

[Provider](#)

[Trading Partner](#)

Looking for a Doctor or Hospital near you?

[Search Providers](#)

What can you do in the Provider Portal

Through this secure and easy to use internet portal, healthcare providers can submit claims and inquire on the status of their claims, inquire on a patient's eligibility, upload files containing 837 transactions, and search for another provider. In addition, healthcare providers can use this site to locate claim forms, provider participation materials and other health plan information and resources.

FAQs

Links and Tools

Learn More About

[Help us provide better service to you! Click here to give us your feedback.](#)

[Website Requirements](#)

[Provider Manual](#)



Healthcare Portal Features

- Online provider enrollment application
- Eligibility verification
- Submit all claim types (professional, institutional, dental, crossover and third- party)
- Ability to edit (adjust), void and copy claims
- View status of claims
- Attachments for claims and prior authorizations
- Prior authorization request and status check
- Real-time claims processing
- Remittance advice held up to seven years
- Secure correspondence



Portal Updates

Prior Authorization letters

Personal Care under 21 process type removed

Oral Cavity/Tooth letter modified for D9248

PO Box restriction for service location address

Extend inactive provider to 18 months

Dental diagnosis type/code no longer required

Targeted Case Management process type moved to State Medical

reCAPTCHA for eligibility verification

Treatment history

XDEA number added



Things to Know

Manuals vs Official Notices

New EFT Guidelines

Remittance Advice Messages

Annual Billing Workshops

New Provider Workshop (Quarterly)

Medicaid 101(last Tuesday of each month)



Training



Training Tools and Resources

- DHS website: <https://humanservices.arkansas.gov>
- Provider manuals
- FAQs
- Vendor specs
- Fee schedule
- Training materials
- *MyARMedicaid application (New)*

