

QR Code to Access Training Resources

Use your IOS, Android or any device to access all our MMIS Tools and Resources for your convenience.



MMIS Annual Billing Workshop

Karen Young

Training and Program Developer, MMIS, AFMC




MMIS Outreach Team Map

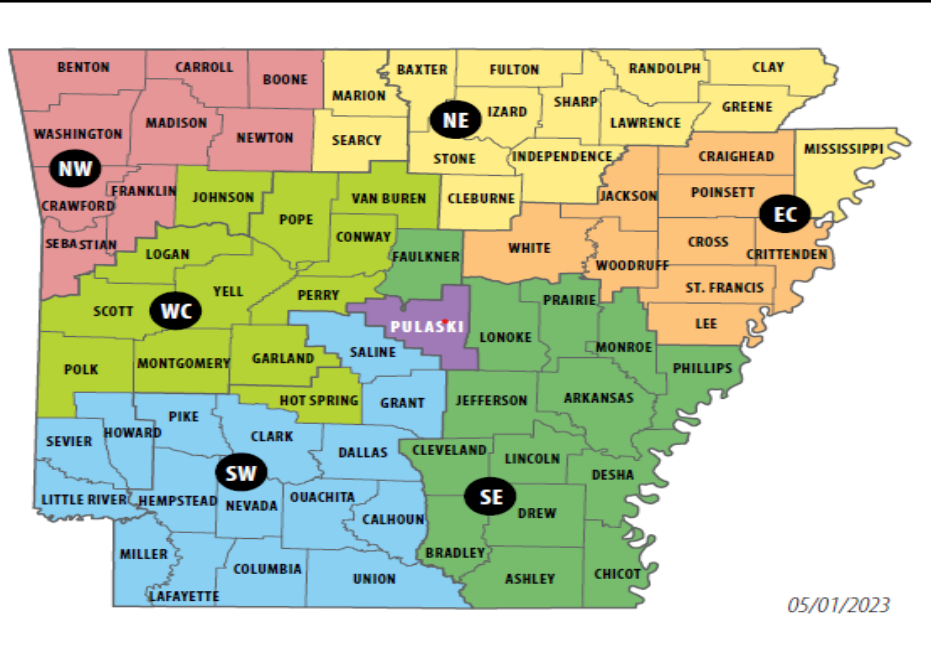
MMIS OUTREACH SPECIALISTS

HOURS OF OPERATION:
Monday–Friday • 8 A.M.–5 P.M.

MMIS Manager
 Becky Andrews501-212-8738
bandrews@afmc.org

MMIS Supervisor
 Andrea Allen
 Pulaski County501-906-7566 Ex. 1
pulaskibilling@afmc.org

- Outreach Specialists**
-  Christy Owens
 NW—Northwest501-906-7566 Ex. 2-2
northwestbilling@afmc.org
 -  Rose Bruton
 NE—Northeast501-906-7566 Ext. 2-1
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 -  Mary Riley
 EC—East Central501-906-7566 Ext. 4-1
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 -  Kristie Williams
 SE—Southeast501-906-7566 Ext. 3-1
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 -  Angie Riggan
 SW—Southwest501-906-7566 Ext. 3-2
southwestbilling@afmc.org
 -  Renee Smith
 WC—West Central501-906-7566 Ext. 5-1
westcentralbilling@afmc.org



ARKANSAS DEPARTMENT OF HUMAN SERVICES, DMS

ARKIDS FIRST/MEDICAID
<https://humanservices.arkansas.gov/>
 ARKids First Enrollment Information..... 888-474-8275

CONNECTCARE
 Toll free..... 800-275-1131

MEDICAID FRAUD CONTROL UNIT (PROVIDERS)
 Central Arkansas 501-682-8349

ARKANSAS MEDICAID MANAGED CARE VOICE INFORMATION SERVICES
 Toll free..... 800-805-1512

PHARMACY
 Magellan Medicaid Administration Help Desk800-424-7895

TPL INFORMATION
 Local501-537-1070
 Fax501-682-1644
 DHS Division of Medical Services, TPL Unit • P.O. Box 1437, Slot S296 Little Rock, AR 72203-1437

GAINWELL TECHNOLOGIES (Claims Processing)

Gainwell Provider Assistance Center
 In-state toll free800-457-4454
 Local and out-of-state501-376-2211

Gainwell Provider Services Manager
 Cynthia Bogard.....469-830-6768

CLAIMS
 P.O. Box 8034
 Little Rock, AR 72203

SPECIAL CLAIMS
 ATTN: Research Analysts
 P.O. Box 8036
 Little Rock, AR 72203

CROSSOVER CLAIMS
 P.O. Box 34440
 Little Rock, AR 72203

PROVIDER ENROLLMENT
 P.O. Box 8105
 Little Rock, AR 72203
 Fax: 501-374-0746



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Agenda

Portal Overview

Reconsideration
vs Appeal

Quick Track
Training Series

Tips, Tools and
Treats for Billing

Medicaid Tools
and Resources

Eblast Sign-Up
Link

MyARMedicaid
App


Medicaid
Contacts

Evaluations

Questions



Healthcare Provider Portal

[Contact Us](#) | [Login](#)
[Español](#) | [Other](#)

Home

Home Tuesday 05/02/2023 04:36 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](#)

DHS-703 form

[Fill out Medical Eligibility Application](#)

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



Tips for Healthcare Portal

At least 5MB of upload and download speed

Everyone has their own username and password

Make sure staff that is no longer employed are changed to inactive on your profile

Claims can be submitted 24/7

Claims submitted electronically must be entered by 6 p.m. on Friday

Verify Eligibility the day you provide service

Submit claims electronically for faster payment

Check Portal for claim status

Resubmit denied claims using the portal



Reconsiderations vs. Appeals



Reconsideration vs. Appeal



- If claim denies, simply correct denial and resubmit.
- This can be done on the Healthcare Portal under the Adjudication Errors Panel.

If you disagree with denial:

- Request a reconsideration by mailing a paper claim to Gainwell Technologies Attention: Research Analysts, PO Box 8036, Little Rock, AR 72203.
- Include a detailed covered letter explaining why you feel the claim should not have been denied.
- Include supporting documentation.

- If your reconsideration was denied, the last resort is to request an Appeal.
- Must be submitted within 30 calendar days.
- Deliver or mail to Office of Appeals and Hearings, Arkansas Department of Human Services.
- P.O. Box 1437, Slot N401, 7th and Main Streets, Little Rock, AR 72203-1437.

- See Section 160.00 Administrative Reconsideration and Appeal for more information on submitting an appeal.
- See Section 314.140 Denied Claims



Quick Track Training Tools for Billing

[How to Adjust/Edit a Claim Video](#)

[How to Correct Claim Denials Video](#)

[Navigating the DHS Website Video](#)

[How to Navigate Medicaid Manuals Video](#)

[How to Submit a Medicare/Medicaid Claim Video](#)



Tips, Tools and Treats for Billing



Outreach Specialists are available for training and escalated issues



Official Notices and Provider Manuals



Remittance Advices



Eligibility Verification and Crosswalk



Check out the AFMC and DHS websites on a daily/weekly basis



Medicaid Tools and Resources

DHS/DMS website: [Helpful Information for Providers](#)

- Provider manuals
- Procedure code tables
- Fee schedule
- Frequently asked questions (FAQs)
- Vendor specifications
- Job aids
- Quick Track Training videos and guides
- *MyARMedicaid Application*



Eblast Sign-up Link

Sign-up for MMIS email updates

Name *

First

Last

Email *

Submit

[AFMC MMIS Eblast Sign Up Link](#)

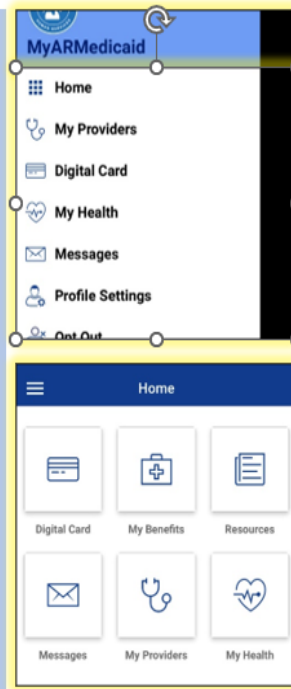




Download the MyARMedicaid App

BENEFITS

- View claims that Medicaid has paid for you
- View doctors or providers you have seen
- View medical visits or procedures you have had
- View your prescriptions and immunization records
- Access your digital Medicaid Card
- Search for providers
- Receive important notifications



HOW TO SIGN UP

- On your smartphone
 - Go to the Apple App Store or Google Play and download the MyARMedicaid app.
 - Create an account and log in to see the benefits.



- Through the web
 - Go to the MyARMedicaid website at <https://mdp.mmis.arkansas.gov/>.
 - Create an account and log in to see the benefits.

Donaghey Plaza, P.O. Box 1437, Little Rock, AR 72203

501.682.1001

HUMANSERVICES.ARKANSAS.GOV



Medicaid Contacts

- Division of Medical Services (DMS)
<https://humanservices.arkansas.gov/offices>
- County offices (DCO)
<https://humanservices.arkansas.gov/find-a-county-office/>
- AFMC
afmc.org
 - MMIS outreach specialists - 501-906-7566, afmc.org/mmis
 - ConnectCare - 1-800-275-1131, seeyourdoc.org
 - Provider relations outreach specialists -
afmc.org/providerrelations
 - AFMC Clinical Services - 479-649-8501,
clinicalservices@afmc.org
- eQHealth: Prior authorization and extension of benefits -
<https://www.kepro.com/eqsuite-portal-access>
Ar.pr@eqhs.com or 1-888-660-3831
- Health Management Systems (HMS) www.hms.com/our-solutions/payment-integrity or 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



Evaluations

Your feedback is important to us!

Please take time to complete the evaluation that will be emailed to you.

Attendance certificate will be available to print.

Thank you for attending today!





TIME FOR A
BREAK

