



## Provider Update

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### Updates to Claims Research

eQHealth Solutions and DHS are working hard to find the best resolution for all involved in the PA/Claims process. At the urging of DHS, we have changed the process on how we handle claims that have denied. If you have any claims that do not pay, please follow the steps below:

1. Contact the Arkansas Medicaid Voice Response System at 800-457-4454, Option 1, Option 0 then Option 2 for Billing assistance and speak to a representative in the Provider Assistance Center. Be sure to get the following:
  - a. The name(s) of the person(s) you spoke with.
  - b. The date and time that you called.
  - c. Request the reference number for your call
2. If the PAC cannot resolve your claims issue, please reach out to your Provider Outreach Specialist. You can find your provider outreach specialist at [www.afmc.org](http://www.afmc.org) or on the Medicaid website <https://medicaid.mmis.arkansas.gov> under What do you need? Provider information> Support> AFMC Outreach Specialists. You may contact your representative by calling 501-906-7566 Please refer to the map for the name of your outreach specialist.
3. Submit a help ticket to eQ ONLY if:
  - a. The PA is not in Medicaid/MMIS (eQ will retransmit it.)
  - b. The PA needs a specific modification to work (eQ will work with you to make sure that you have a functioning PA.)

If you have any questions or need additional information, please contact our Intake/Customer Support Helpline at 888-660-3831 or you can email Provider Relations at [Ar.pr@eqhs.com](mailto:Ar.pr@eqhs.com)