Who can you call if you have questions?

1 Call your PASSE.

If you have questions about services covered, about something you need, or to contact your care coordinator, you can call your PASSE!

*Arkansas Total Care  1-866-282-6280
    Empower  1-866-261-1286
**Summit  1-844-405-4295

* Arkansas Total Care is also known as ATC INC.
** Summit is also known as Arkansas Provider Coalition and APC PASSE LLC

2 Call PASSE Beneficiary Support.

If you need information about the PASSEs or if you want to switch to a new PASSE, call

1-833-402-0672

3 Call the PASSE Ombudsman Office.

The Ombudsman Office handles any concerns that PASSE members may bring to its attention. You might want to call because:

❓ Your care coordinator can't connect you with the services you need or hasn't contacted you at least once per month.

❓ You have concerns your PASSE can't help with.

call 1-844-843-7351