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 Outreach Team

MMIS OUTREACH SPECIALISTS

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

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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 Portal Features

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

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

**Reconsideration**
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.

**Appeal**
- 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.

**Policy**
- 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://midp.mmls.arkansas.gov/.
  - Create an account and log in to see the benefits.
Medicaid Contacts

- Division of Medical Services (DMS)
  [https://humanservices.arkansas.gov/offices](https://humanservices.arkansas.gov/offices)
- County offices (DCO)
  [https://humanservices.arkansas.gov/find-a-county-office/](https://humanservices.arkansas.gov/find-a-county-office/)
- AFMC
  [afmc.org](https://afmc.org)
  - MMIS outreach specialists - 501-906-7566, [afmc.org/mmis](https://afmc.org/mmis)
  - ConnectCare - 1-800-275-1131, [seeyourdoc.org](https://seeyourdoc.org)
  - Provider relations outreach specialists - [afmc.org/providerrelations](https://afmc.org/providerrelations)
  - AFMC Clinical Services - 479-649-8501, [clinicalservices@afmc.org](mailto:clinicalservices@afmc.org)

- eQHealth: Prior authorization and extension of benefits -
  [https://www.kepro.com/eqsuite-portal-access](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](https://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!
Questions?
TIME FOR A BREAK