

## EVV Contact Information

Entity	Contact Information	Purpose
AuthentiCare Support	Email: <a href="mailto:AuthentiCare.Support@firstdata.com">AuthentiCare.Support@firstdata.com</a> Phone: 800-540-5126 (Monday through Friday, 7:00 am to 7:00 pm CST)	Technical support for issues with the AuthentiCare system (web portal, mobile app, IVR)
Arkansas Medicaid Help Desk	Email: <a href="mailto:Evvarkansas@dhs.Arkansas.gov">Evvarkansas@dhs.Arkansas.gov</a> Webpage: <a href="https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/">https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/</a>	Policy and billing questions, unable to find a worker in AuthentiCare, worker and client information/data questions. General EVV information can be found on webpage
Arkansas Medicaid Provider Enrollment	Phone: (501) 376-2211 Webpage: <a href="https://humanservices.arkansas.gov/divisions-shared-services/medical-services/provider-enrollment/">https://humanservices.arkansas.gov/divisions-shared-services/medical-services/provider-enrollment/</a>	Questions about provider PINs, status of PIN application(s). Name changes, address changes, and/or ownership changes
Arkansas Total Care Provider Services	Phone: (866) 282-6280	Questions or issues related to PASSE clients assigned to Arkansas Total Care
Empower Provider Services	Phone: (855) 429-1028	Questions or issues related to PASSE clients assigned to Empower
CareSource Provider Services	Phone: 1-833-230-2100 Provider Manual: <a href="#">Provider Manual   Arkansas – CareSource PASSE   CareSource</a> Quick Reference Guide: <a href="https://www.caresource.com/documents/arkansas-quick-reference-guide/">https://www.caresource.com/documents/arkansas-quick-reference-guide/</a>	Questions or issues related to PASSE clients assigned to CareSource
Summit Provider Relations	Email: <a href="mailto:ARProviderQuestions@Summitcommunitycare.com">ARProviderQuestions@Summitcommunitycare.com</a>	Questions or issues related to PASSE clients assigned to Summit
Kepro (formerly eQHealth)	Support webpage: <a href="https://support.eqhs.com/WSSPd/Account/DetailWebForm.aspx?Webform=ARTechSupportForm">https://support.eqhs.com/WSSPd/Account/DetailWebForm.aspx?Webform=ARTechSupportForm</a> Email: <a href="mailto:ARCPAQuestions@dhs.arkansas.gov">ARCPAQuestions@dhs.arkansas.gov</a> Phone: 1-888-660-3831	Prior Authorization questions, issues, and/or updates