

Dear Medicaid Provider:

Please be aware that due to a processing issue that is currently being researched by Fiserv, the AuthentiCare system does not have the most up to date payment information. The reflection of the 835 in AuthentiCare may not show the correct paid or denied status. Please dismiss the payment information you see in AuthentiCare and rely on the MMIS (which is the system of record) to see your payment information for last week.

If you have any questions or concerns, please contact DHS:

- Phone: 1-833-916-1093 (Monday through Friday, 8:00 am to 4:30 pm CST)
- Email: Evarkansas@dhs.Arkansas.gov
- Webpage: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

Thank you.