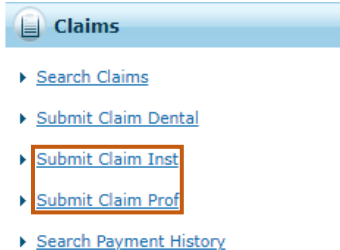




How to Submit a Medicare/Medicaid Claim

1. Navigate to the Healthcare Portal.
2. Click on the "Claims" tab.
3. Click on the desired "Claim Type" (Submit Claim Prof or Submit Claim Inst) link.



4. Click on the "Claim Type" drop down box. (See sample below).

5. Complete the fields that pertain to your claim under the **Provider Information**, **Beneficiary Information** and **Claim Information** panels.
6. Enter the Allowed Medicare Amount, Deductible Amount, Medicare Payment Amount, Co-insurance Amount, and the Medicare Payment Date. *This information should be available on your Explanation of Benefits from Medicare.*

7. Click Continue.
8. Complete the remainder of the claim and submit for processing.

Note:

Effective 7/1/22 AR Medicaid will begin enforcing the Medicaid policy that requires an Explanation of Benefits (EOMB) attachment for all Non-COBRA (Medicare Coordination of Benefits Agreement) Medicare Crossover claims.

For instructions on how to Submit a claim, please refer to the "Submitting and Reviewing a Claim" job aid on the DHS website under [Provider Training Information](#).



ARMedicaid

HEALTHCARE PORTAL

QUICK TRAINING GUIDE
How to Submit a
Medicare/Medicaid Claim



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For more information call **1-800-457-4454**



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**