

Provider Downloads

1. Navigate to the Healthcare Portal.
2. Click the “Files Exchange” tab.

The screenshot shows the ARMedicaid Healthcare Portal interface. At the top, there is a navigation bar with tabs: Home, Eligibility, Claims, Care Management, Provider Functions, **Files Exchange**, and Resources. Below the navigation bar, the user is logged in as a PCP PROVIDER. The page displays a 'Welcome Health Care Professional!' message, a 'User Details' sidebar, and a 'Provider Services' section. A blue arrow points to the 'Files Exchange' tab in the navigation bar.

3. Click the “Provider Downloads” link.

This screenshot shows the 'Files Exchange' section of the portal. It includes a 'Files Exchange' header and two sub-links: 'Provider Downloads' and 'Health Care Innovation – Document Retrieval System'. A blue arrow points to the 'Provider Downloads' link.

4. Select the desired report from the “Category” dropdown list. Enter a “From Date” and a “To Date” to set the range. The date range cannot be greater than 90 days.

The screenshot shows the 'File Download' form. It includes a search criteria section with a 'Category' dropdown menu set to 'UTILIZATION REVIEW PRIOR AUTHORIZATION APPROVAL LETTER'. Below this, there are two date fields: '*From Date' and '*To Date', both set to '09/03/2025'. A 'Search' button is located at the bottom of the form.

5. Click the Search button.

Note: Commonly used reports include, but are not limited to, the following: AR Welcome Letter, Prior Authorization Letters and Attachments, Explanation of Recoupment Letter, Remittance Advice (RA), Provider Enrollment Documents, Managed Care Capitation Payment Listing, Provider Revalidation Notice Letter 30, 60, 90 day.

Here are a few tips to enhance your search process:

- **From** and **To Dates** are required and cannot be future dates.
- Click **Search** to view a list of documents that meet your criteria.
- From the list, choose the desired file to download, and an Opening Attachment dialog box opens.
 - You are then prompted to either save the document on your computer or to open and view it.
 - You may also click **Cancel** if you do not wish to open or save the selected file.
- If you elect to save the file, you are prompted to find a location to store the file on your computer.

Note: If your upload is not successful, a message appears at the top of the page.

For more Training Tools and Resources, please visit the Provider Training Webpages at

<https://afmc.org/mmis>

<https://humanservices.arkansas.gov>.