

Helpful Contact Information

<u>Contact For</u>	<u>Department/Agency</u>	<u>Contact Information</u>
Arkansas Insurance Department		
Medicare Issues	SHIIP Division	1-800-224-6330
Insurance Fraud	Fraud Division	1-866-660-0888
Consumer Complaints	Consumer Division	1-800-852-5494

Arkansas Health Insurance Marketplace		
General Information	Marketplace Office	1-501-683-7236
General Information	Marketplace Office	infoarmarketplace@arkansas.gov
Agent/Broker Info	AHIM Agent/Broker Liaison	1-501-246-1527
Information/Support	Arkansas Call Center	1-844-355-3262

Federal Health Insurance Marketplace		
Enrollment Assistance	Federal Call Center	1-800-318-2596
General Appeals	Marketplace Appeals Center	1-855-231-1751

Agent/Broker Assistance		
FFM Help Desk	National Agent/Broker Call Center	1-855-267-1515 (option 8)
ID Verification	EIDM Help Desk	1-855-267-1515
NPN or MLN	CMS Help Desk	ffmproducer-assisterhelpdesk@cms.hhs.gov
CMS Portal	CMS Help Desk	cms_feps@cms.hhs.gov

Arkansas Medicaid Enrollment		
Eligibility Questions	Access Arkansas	1-855-372-1084
Carrier Information	Arkansas Blue Cross Blue Shield	1-800-800-4298
Carrier Information	QualChoice	1-800-235-7111
Carrier Information	Ambetter of Arkansas	1-877-617-0390
AR Medicaid Eligibility	DHS Appeals/Hearings	1-501-682-8622
Technical Issues	MMIS Enrollment Portal	1-855-550-3974 (option 1)

Arkansas Medicaid Customer Service		
Lost Cards and Miscellaneous	AR Medicaid Customer Service	1-800-482-8988
Coverage, Bills, Claims	AR Medicaid Information Line	1-800-482-5431
Provider Information	Arkansas Medicaid Providers	1-800-457-4454
General Information	ARKids First	1-888-474-8275
Fraud and Abuse	AR Medicaid Fraud/Abuse Hotline	1-800-422-6641
Coverage Questions	Arkansas Works Beneficiary Line	1-888-987-1200
AR Medicaid Eligibility	DHS Appeals/Hearings	1-501-682-8622

Medicare		
Coverage, Bills, Claims	Medicare Customer Service	1-800-633-4227
Find/Compare	Plans, Doctors, Hospitals, Suppliers and Medical Equipment	http://Medicare.gov
Senior Health Insurance Information Program	AID SHIP Division	1-800-224-6330

Helpful Websites

Here are some additional resources for assisters.

- Arkansas Health Insurance Marketplace website - www.myarinsurance.com
- To look up your NPN number and check your CE credits - <https://sbs.naic.org/solar-web/pages/public/stateServices.jsf?dswid=6697&state=AR>
- To print your license or update your contact information - <http://www.nipr.com/>
- For additional federal training information, for all assisters, on CMS website - <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>
- PY 2018 registration/training information, on CCIO website. This will eventually become PY 2019 information (late Summer 2018) - <https://www.cms.gov/CCIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Plan-Year-2018-Registration-and-Training.html>
- For forms and other content related to Arkansas Works, on DHS website - <https://ardhs.sharepointsite.net/default.aspx>
- For Arkansas Works eligibility portal - <https://access.arkansas.gov>
- For Arkansas Works enrollment portal - <https://portal.mmis.arkansas.gov/armedicaid/member/>