

NEW PROVIDER RESOURCES

(Personal Care • Attendant Care • Respite)

WELCOME

Congratulations on becoming a Medicaid provider.

This quick-reference guide includes key contacts, links, and resources to help you navigate the Medicaid provider process.

KEY CONTACTS

Optum – Independent Assessment (I/A) Assessor

- Customer Service: 1-844-809-9538

ARChoices Inquiry Email

- ArChoices@dhs.arkansas.gov
- ARCPAQuestions@dhs.arkansas.gov

AFMC – Arkansas Foundation for Medical Care

- Provider Relations Contact: [Provider Relations Outreach Specialists Map](#)
- General Services for Arkansas Medicaid Providers: [AFMC Services Page](#)

Billing & policy questions welcome.

Acentra – Prior Authorizations (PA) for Personal Care

- Email for PA submission issues: arkansaspr@acentra.com
- Educational resources: ar.acentra.com
- [Atrezzo User Guide](#)
- dpsqa-providerrelations@afmc.org

DHS Personal Care Inquiry Email

- Personal.Care.Prov@dhs.arkansas.gov

FREEDOM OF CHOICE LIST

- [Freedom of Choice Counties Update Form](#)
- Questions: foclist@dhs.arkansas.gov

These programs reflect Arkansas' commitment to providing individuals with the freedom to make informed choices about their healthcare and education.

ELECTRONIC VISIT VERIFICATION (EVV) – AUTHENTICARE SUPPORT

- Email: authenticare.support@fiserv.com
- Phone: (800) 540-5126

Support covers web portal, mobile app, and IVR.

Policy and billing questions? Unable to find a worker in AuthentiCare? Worker and client information/data questions? Issues related to overlapped claims?

Email: EVVarkansas@dhs.arkansas.gov

ARKANSAS MEDICAID PROVIDER ENROLLMENT

- Phone: (501) 376-2211
- Services include:
 - Provider PINs & application status
 - PCA indicator updates
 - Worker eligibility issues
 - Name/address/ownership changes

- Webpage: [Provider Enrollment](#)
- [Medicaid Provider Manuals](#)



Keep this page handy for fast access to provider support.