EVV Contact Information

Entity	Contact Information	Purpose
AuthentiCare Support	Email: authenticare.support@fiserv.com Phone: (800) 540-5126 (Monday through Friday, 7:00 am to 7:00 pm CST)	Technical support for issues with the AuthentiCare system (web portal, mobile app, IVR).
Arkansas Medicaid Help Desk	Email: Evvarkansas@dhs.Arkansas.gov Webpage: https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/	Policy and billing questions, unable to find a worker in AuthentiCare, worker and client information/data questions, any issues related to overlapped claims. General EVV information can be found on webpage.
Arkansas Medicaid Provider Enrollment	Phone: (501) 376-2211 Webpage: https://humanservices.arkansas.gov/divisions-shared-services/medical-services/provider-enrollment/	Questions about worker application and Pin status, worker eligibility issues, name changes, address changes, and/or ownership changes.
AFMC Provider Relations	Contact: AFMC Provider Relations Outreach Specialist Information Sheet Webpage: Services for Arkansas Medicaid Providers | AFMC	Questions or issues related to billing and policy.
Arkansas Total Care Provider Services	Phone: (866) 282-6280 HHAeXchange Additional Resources: • Provider Support Portal (general requests) • RCO Service Desk (claim related inquiries) • 3rd Party Integration Support Desk (EDI Providers) Support portal access for first time users, job aid located here	Questions or issues related to PASSE clients assigned to Arkansas Total Care
Empower Provider Services	Phone: (855) 429-1028 HHAeXchange Additional Resources: • Provider Support Portal (general requests) • RCO Service Desk (claim related inquiries) • 3rd Party Integration Support Desk (EDI Providers) Support portal access for first time users, job aid located here	Questions or issues related to PASSE clients assigned to Empower

CareSource Provider Services	Phone: (833) 230-2100 Provider Manual: Provider Manual | Arkansas – CareSource PASSE | CareSource Quick Reference Guide: https://www.caresource.com/documents/arkansas-quick-reference-guide/	Questions or issues related to PASSE clients assigned to CareSource
Summit Provider Relations	Phone: (844) 462-0022 Email: ARProviderQuestions@Summitcommunitycare.com	Questions or issues related to PASSE clients assigned to Summit
DHS PASSE Provider Line	Phone: (888) 889-6451 Email: passe.provider.questions@dhs.arkansas.gov	
Acentra Health (formerly eQHealth/ Kepro)	Support webpage: https://support.eqhs.com/WSSPd/Account/DetailWebForm.aspx?Webform=ARTechSupportForm Phone: (888) 660-3831 Email: ar.pr@kepro.com	Prior Authorization questions, issues, and/or updates
Prior Authorization Support (DHS)	Email: ARCPAQuestions@dhs.arkansas.gov	
Third-Party EVV Vendor (if you do not use AuthentiCare directly)	Customer service email and/or phone provided by your third-party vendor	Technical support for EVV system and claim inquires.