

AFMC 2022 Provider Updates

Join Our Email List Today



- Receive current updates:
 - Arkansas Total Care:
 - https://www.arkansastotalcare. com/providers.html

For Providers

The best support is close to home. That's why Arkansas Total Care operates from your neighborhood. We partner with local services and providers. Our team brings over 20 years of healthcare experience. We look forward to continuing that dedication.

Every individual should live with respect and dignity. We will help our members to maximize their independence. We will also help and maintain members quality of life in their chosen setting.

If you are interested in joining us as a provider, please visit our <u>Become a Provider page</u>.

Login To Your Account				
Access your secure provider information any time.				
Login Now				

Arkansas Total Care provides the tools and support you need to deliver the best quality of care. Please view our listing on the left that covers forms, quidelines and helpful links.

Interested in getting the latest alerts from Arkansas Total Care? Fill out the form below and we'll add you to our email subscription.

Name *	Position Title *
Email *	
Phone Number *	
Group Name *	
Group NPI	
Tax ID	
Submit	

10/3/22

Clinical & Payment Policies



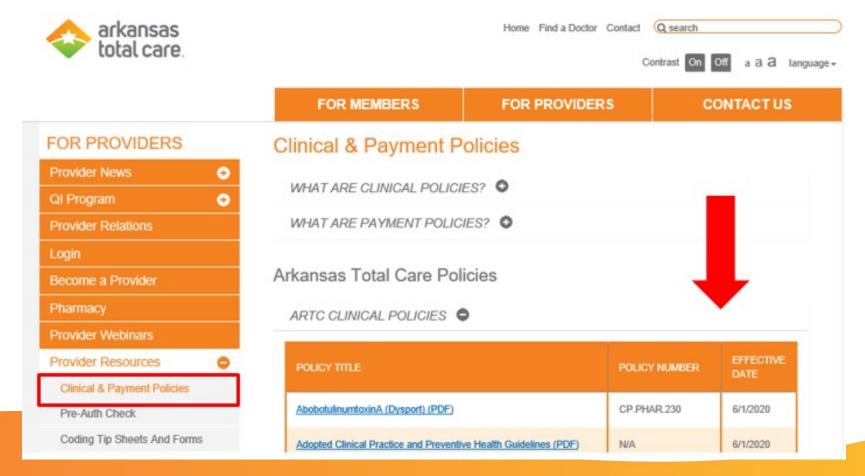
- Arkansas Total Care Clinical and Payment Policies can be found on the public website.
- The Clinical, Payment and Pharmacy policies can be found by going to:
 Arkansastotalcare.com
 - Hover over the "For Providers" tab at the top of the screen
 - Select "Provider Resources" from the drop-down menu
 - Select Clinical and Payment Policies on the left.
 - Use the Ctrl+F (Command+F on Mac) function on your keyboard to search by keyword, policy number or effective date.

If you have questions, please call 1-866-282-6280.

ARTC Clinical Policies



Located at https://www.arkansastotalcare.com/providers/resources/clinical-payment-policies.html



10/3/22

ARTC Pre-auth Tool



FOR PROVIDERS

Cultural Competency Training Attestation Provider Relations Become a Provider Provider Financial Support & Resources Provider Training **Pharmacy Provider Webinars** Provider Resources Clinical & Payment Policies Pre-Auth Check Coding Tip Sheets And Forms **Provider News** QI Program **Grievance and Appeals** Coronavirus Information for **Providers**

Pre-Auth Check

Are hospice services being provided?

Use our tool to see if a pre-authorization is needed. It's quick and easy. If an authorization is needed, you can access our login to submit online. For the best experience, please use the Pre-Auth Tool in Chrome, Firefox, or Internet Explorer 10 and above.

DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this does NOT guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, and correct coding and billing practices. For specific details, please refer to the provider manual. If you are uncertain that prior authorization is needed, please submit a request for an accurate response

Vision Services need to be verified by Envolve Vision.

Dental Services are provided through Delta Dental or MCNA. Please verify.

Complex imaging, MRA, MRI, PET, and CT scans need to be verified by NIA.

Prior Authorizations for Musculoskeletal Procedures should be verified by TurningPoint.

Non-participating providers must submit Prior Authorization for all services. For non-participating providers, Join our Network.

Would this be Emergency or Urgent Care, Dialysis, or are these family planning services billed with a contraceptive management diagnosis?

☐ Yes ☐ No

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?		
Are anesthesia services being rendered for pain management?		
Are oral surgeon services being rendered in the office?		
Are chiropractic services being rendered?		
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?		

10/3/22

Cultural Competency Trainings



- This course will allow providers to receive information on how to service the member's health care needs in a culturally competent manner
- ARTC provides monthly webinars:
 - To register visit our website at:
 - √ www.arkansastotalcare.com/providers/provider_webinars.html
- Topics include:
 - Health Communication
 - Health Literacy
 - Auxiliary Aids and Interpreter Services
 - How to become culturally competent
 - Changing attitudes
 - Ensuring compliance

Cultural Competency



https://www.arkansastotalcare.com/providers/Cultural_Competency_ Training_Attestation.html

	FOR MEMBERS	FOR PROVIDERS	CONTACT US	
FOR PROVIDERS	Cultural Competency	Training Attestation		
Cultural Competency Training Attestation	Cultural Competency Trainings needs to be c Trainings can complete the form below.	ompletely every year. Providers who have co	empleted the Cultural Competency	
Provider Relations	Practice Name *	TIN *		
Login				
Become a Provider	Practitioner Name *	Practice Phone Number *	Practice Phone Number *	
Provider Financial Support & Resources				
Provider Training •	What type of training did you attend? * Attended an ARTC presented webinar			
Pharmacy •	Attended another Cultural Competency t	raining		
Provider Webinars	The year attestation completed *			
Provider Resources				
Provider News •	Check Box for attestation* ☐ Attest			
QI Program •	Electronic Signature *			
Grievance and Appeals	(2.00)			
Coronavirus Information for Providers	Submit			

Provider Services Call Center



First line of communication

- Arkansas Total Care Provider Services Call Center
 - o 1-866-282-6280 TTY/TDD: 771
- Provider Service Representatives can assist with questions regarding:
 - Eligibility
 - Authorizations
 - Claims
 - Payment inquiries
 - Negative Balance reports
- Representatives are available Monday through Friday, 8AM to 5PM (Central Standard Time)

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Provider Inquiries

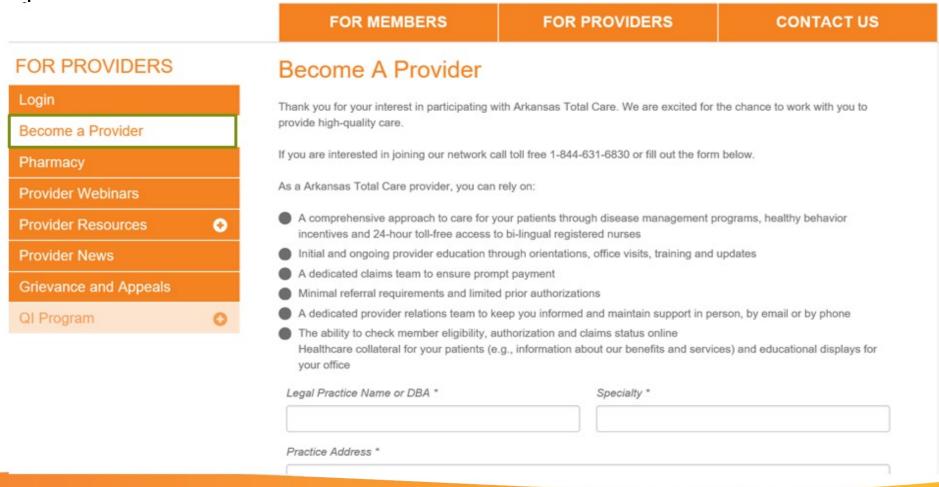


- After speaking with a Provider Service Representative, you will receive a reference number, which will be used to track the status of your inquiry.
- If you need to contact your assigned Provider Relations Representative, you should have the following when submitting an email inquiry:
 - Reference number assigned by the Provider Services Center
 - Provider's Name
 - Tax ID
 - National Provider Identifier (NPI)
 - Summary of the issue
 - Claim numbers (if applicable)

Provider Contracting



To join our network select 'Become A Provider' from the 'For Providers' tab on our website. You must currently be a participating Arkansas Medicaid provider.



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Arkansas Total Care

Provider Services

Phone: 1-866-282-6280

Website: arkansastotalcare.com

Email inquiries to:

Providers@ArkansasTotalCare.com

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