



arkansas
total care™

AFMC 2022 Provider Updates

10/3/22

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 [Become a Provider](#) page.

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, guidelines 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 *
<input type="text"/>	<input type="text"/>
Email *	
<input type="text"/>	
Phone Number *	
<input type="text"/>	
Group Name *	
<input type="text"/>	
Group NPI	
<input type="text"/>	
Tax ID	
<input type="text"/>	
<input type="submit" value="Submit"/>	

Login To Your Account

Access your secure provider information any time.

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>

The screenshot shows the Arkansas Total Care website interface. At the top, there is a navigation bar with links for Home, Find a Doctor, and Contact, along with a search bar and a contrast toggle. Below this is a main navigation bar with three tabs: FOR MEMBERS, FOR PROVIDERS, and CONTACT US. The FOR PROVIDERS tab is active, displaying a sidebar menu on the left and a main content area on the right. The sidebar menu includes items like Provider News, QI Program, Provider Relations, Login, Become a Provider, Pharmacy, Provider Webinars, Provider Resources, Clinical & Payment Policies (highlighted with a red box), Pre-Auth Check, and Coding Tip Sheets And Forms. The main content area shows the title 'Clinical & Payment Policies' and two expandable sections: 'WHAT ARE CLINICAL POLICIES?' and 'WHAT ARE PAYMENT POLICIES?'. Below these is the heading 'Arkansas Total Care Policies' and a section for 'ARTC CLINICAL POLICIES' which contains a table of policy details. A large red arrow points from the 'WHAT ARE PAYMENT POLICIES?' section down to the table.

POLICY TITLE	POLICY NUMBER	EFFECTIVE DATE
AbobotulinumtoxinA (Dysport) (PDF)	CP.PHAR.230	6/1/2020
Adopted Clinical Practice and Preventive Health Guidelines (PDF)	N/A	6/1/2020

ARTC Pre-auth Tool



FOR PROVIDERS

Cultural Competency Training Attestation

Provider Relations

Login

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

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?

Are hospice services being provided?

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

Provider Relations

Login

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Cultural Competency Training Attestation

Cultural Competency Trainings needs to be completely every year. Providers who have completed the Cultural Competency Trainings can complete the form below.

Practice Name *

TIN *

Practitioner Name *

Practice Phone Number *

What type of training did you attend? *

- Attended an ARTC presented webinar
- Attended another Cultural Competency training

The year attestation completed *

Check Box for attestation*

Attest

Electronic Signature *

Submit

Provider Services Call Center

- **First line of communication**
 - Arkansas Total Care Provider Services Call Center
 - 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)

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.



FOR PROVIDERS

- Login
- Become a Provider
- Pharmacy
- Provider Webinars
- Provider Resources +
- Provider News
- Grievance and Appeals
- QI Program +

Become A Provider

Thank you for your interest in participating with Arkansas Total Care. We are excited for the chance to work with you to provide high-quality care.

If you are interested in joining our network call toll free 1-844-631-6830 or fill out the form below.

As a Arkansas Total Care provider, you can rely on:

- A comprehensive approach to care for your patients through disease management programs, healthy behavior incentives and 24-hour toll-free access to bi-lingual registered nurses
 - Initial and ongoing provider education through orientations, office visits, training and updates
 - A dedicated claims team to ensure prompt payment
 - Minimal referral requirements and limited prior authorizations
 - A dedicated provider relations team to keep you informed and maintain support in person, by email or by phone
 - The ability to check member eligibility, authorization and claims status online
- Healthcare collateral for your patients (e.g., information about our benefits and services) and educational displays for your office

Legal Practice Name or DBA *

Specialty *

Practice Address *

Arkansas Total Care

Provider Services

Phone: 1-866-282-6280

Website: arkansastotalcare.com

Email inquiries to:

Providers@ArkansasTotalCare.com