

## AFMC/MMIS OUTREACH SPECIALISTS

**HOURS OF OPERATION:**  
Monday–Friday • 8 A.M.–5 P.M.

• **AFMC/MMIS Manager**

Becky Andrews ..... 501-212-8738

• **Supervisor/Outreach Specialist**

■ Andrea Allen  
Pulaski County .....501-906-7566  
[pulaskibilling@afmc.org](mailto:pulaskibilling@afmc.org)

• **Outreach Specialists**

■ Christy Owens  
NW—Northwest .....501-906-7566  
[northwestbilling@afmc.org](mailto:northwestbilling@afmc.org)

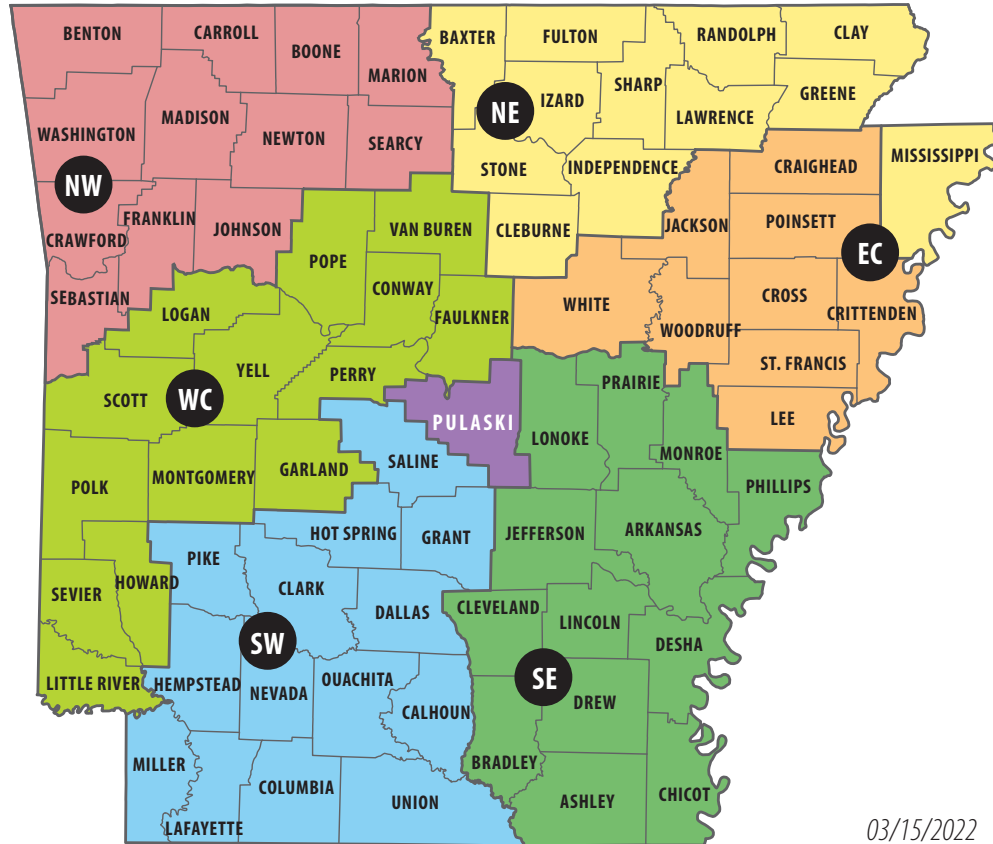
■ Rose Bruton  
NE—Northeast .....501-906-7566  
[northeastbilling@afmc.org](mailto:northeastbilling@afmc.org)

■ Mary Riley  
EC—East Central .....501-906-7566  
[eastcentralbilling@afmc.org](mailto:eastcentralbilling@afmc.org)

■ Kristie Williams  
SE—Southeast .....501-906-7566  
[southeastbilling@afmc.org](mailto:southeastbilling@afmc.org)

■ Angie Riggan  
SW—Southwest .....501-906-7566  
[southwestbilling@afmc.org](mailto:southwestbilling@afmc.org)

■ Renee Smith  
WC—West Central .....501-906-7566  
[westcentralbilling@afmc.org](mailto:westcentralbilling@afmc.org)



03/15/2022

## ARKANSAS DEPARTMENT OF HUMAN SERVICES, DMS

### ARKIDS FIRST/MEDICAID

<https://humanservices.arkansas.gov/>

• ARKids First Enrollment Information ..... **888-474-8275**

### CONNECTCARE

• Toll free ..... **800-275-1131**

### MEDICAID FRAUD CONTROL UNIT (PROVIDERS)

• Central Arkansas..... **501-682-8349**

### ARKANSAS MEDICAID MANAGED CARE VOICE INFORMATION SERVICES

• Toll free ..... **800-805-1512**

### PHARMACY

• Magellan Medicaid Administration Help Desk..... **800-424-7895**

### ARKANSAS PAYMENT IMPROVEMENT INITIATIVE

• Local and out-of-state ... **501-301-4696**  
• In-state toll free..... **1-866-322-4946**

## GAINWELL TECHNOLOGIES (Claims Processing)

### Gainwell Provider Assistance Center

• In-state toll free ..... **800-457-4454**  
• Local and out-of-state ..... **501-376-2211**

### Gainwell Provider Services Manager

Courtney Tipple ..... **469-830-6182**

### CLAIMS

P.O. Box 8034  
Little Rock, AR 72203

### SPECIAL CLAIMS

ATTN: Research Analysts  
P.O. Box 8036  
Little Rock, AR 72203

### CROSSOVER CLAIMS

P.O. Box 34440  
Little Rock, AR 72203

### PROVIDER ENROLLMENT

P.O. Box 8105  
Little Rock, AR 72203  
Fax: 501-374-0746