



Provider Relations Outreach Specialists Information Sheet

1020 W. 4th St., Suite 400 • Little Rock, AR 72201 • Toll free: 1-877-650-2362 • Transportation Helpline: 1-888-987-1200

AFMC OUTREACH SPECIALISTS

Refer to the map and the color key below to find your representative.


Manager, Outreach Services

Tabitha Kinggard 501-804-3277
tkinggard@afmc.org

Supervisor, Provider Relations

 Kellie Cornelius 501-804-2501
kcornelius@afmc.org

Outreach Specialists

 Provider Relations 501-804-0184
providerrelations@afmc.org

 Shawna Branscum 501-804-2373
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 Kimberly Breedlove ... 501-553-7642
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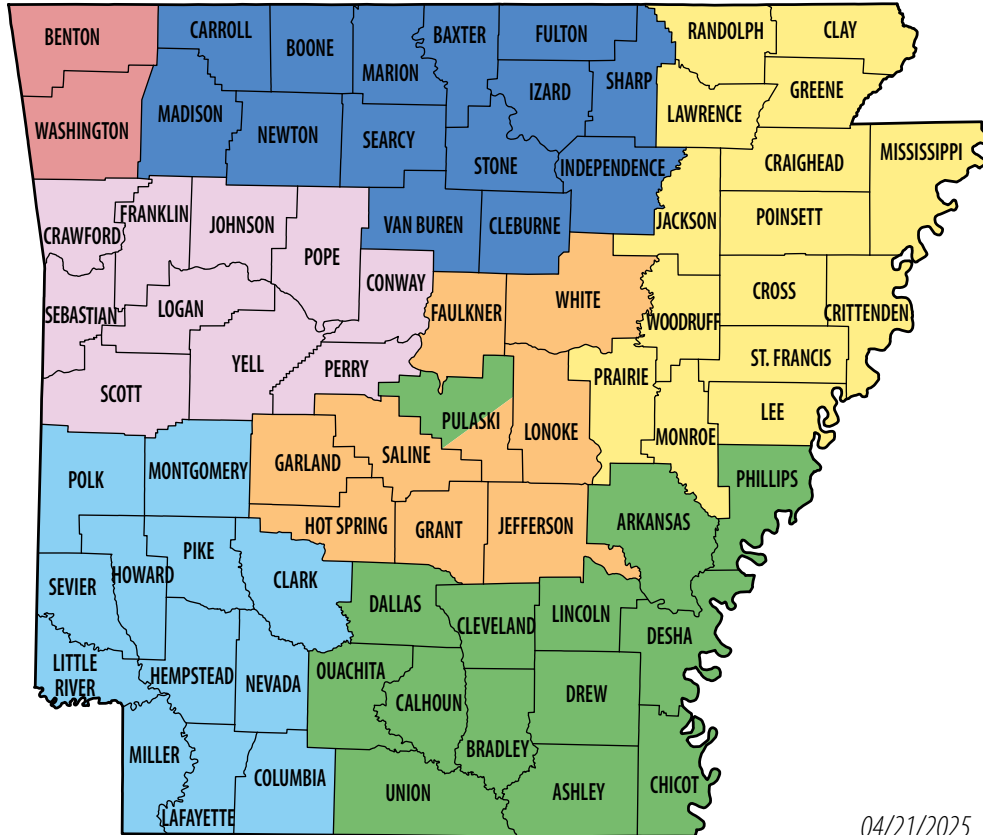
 Jackie Clarkson 501-553-7665
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 Carla Hestir 501-804-2901
chestir@afmc.org

 Connie Riley 501-545-7873
criley@afmc.org

Supervisor, Outreach Logistics

Tonya Long 501-212-8686
tlong@afmc.org



04/21/2025

GAINWELL TECHNOLOGIES (CLAIMS PROCESSING)

Gainwell Provider Assistance Center

In-state toll free 800-457-4454
Local & out-of-state 501-376-2211

Gainwell Technologies Services

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

ARKANSAS DEPARTMENT OF HUMAN SERVICES, DIVISION OF MEDICAL SERVICES



CONNECTCARE - BENEFICIARY SERVICES

- Complaints
 - Demographic updates
 - Eligibility/Medicaid coverage/
Medicaid card
 - Find a doctor/PCP assignment
 - Other resources
- Toll free 800-275-1131

MEDICAID FRAUD CONTROL UNIT (PROVIDERS)

- Central Arkansas 501-682-8349

VOICE RESPONSE SYSTEM - PCP ASSIGNMENT

- Toll free 800-805-1512

PCMH QUESTIONS PCMH@afmc.org

MEDICAID PHARMACY VENDOR: PRIME THERAPEUTICS MANAGEMENT, LLC

- PDL Call Center 800-424-7895
ar.primetherapeutics.com

THIRD PARTY LIABILITY

- Local 501-537-1070
- Fax 501-682-1644

DHS Division of Medical Services,
TPL Unit • P.O. Box 1437, Slot S296
Little Rock, AR 72203-1437