



# 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  
sbranscum@afmc.org

 Kimberly Breedlove ... 501-553-7642  
kbreedlove@afmc.org

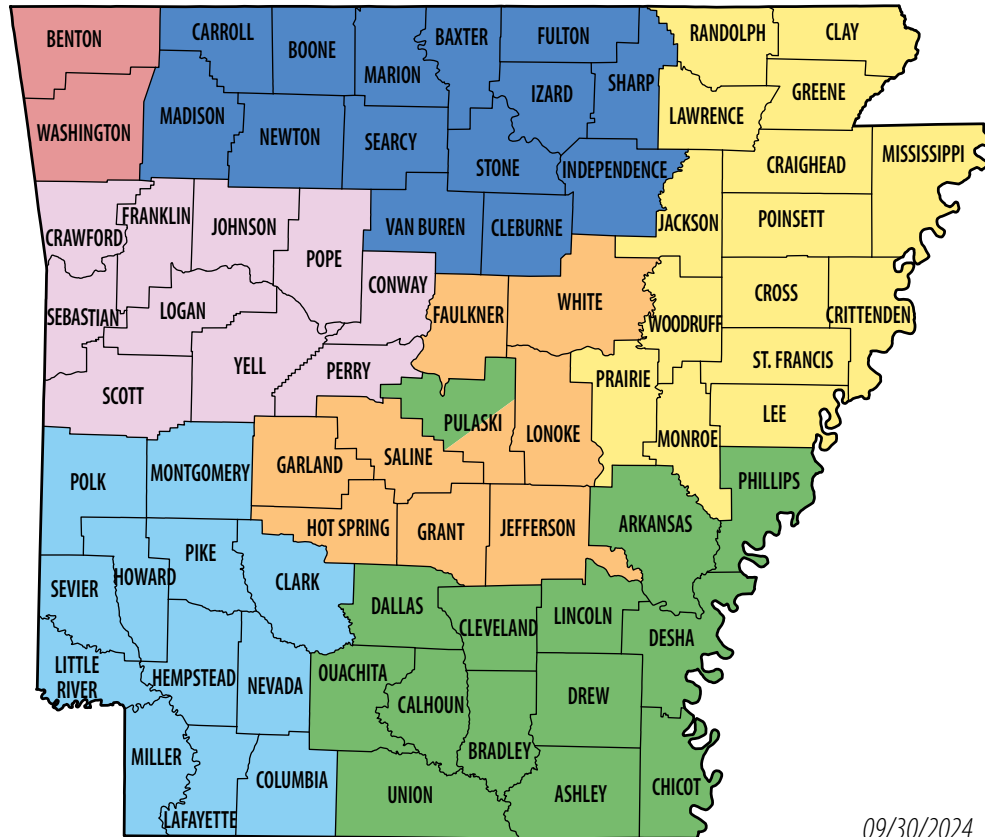
 Jackie Clarkson ..... 501-553-7665  
jclarkson@afmc.org

 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



09/30/2024

## GAINWELL TECHNOLOGIES (CLAIMS PROCESSING)

### Gainwell Provider Assistance Center

In-state toll free ..... 800-457-4454  
Local & out-of-state ..... 501-376-2211  
**Gainwell Provider Services Manager**  
Tyler Brickey ..... 501-590-6325

### 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](http://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