



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.

Director, Provider Relations

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

Supervisor, Provider Relations

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

Outreach Specialists

 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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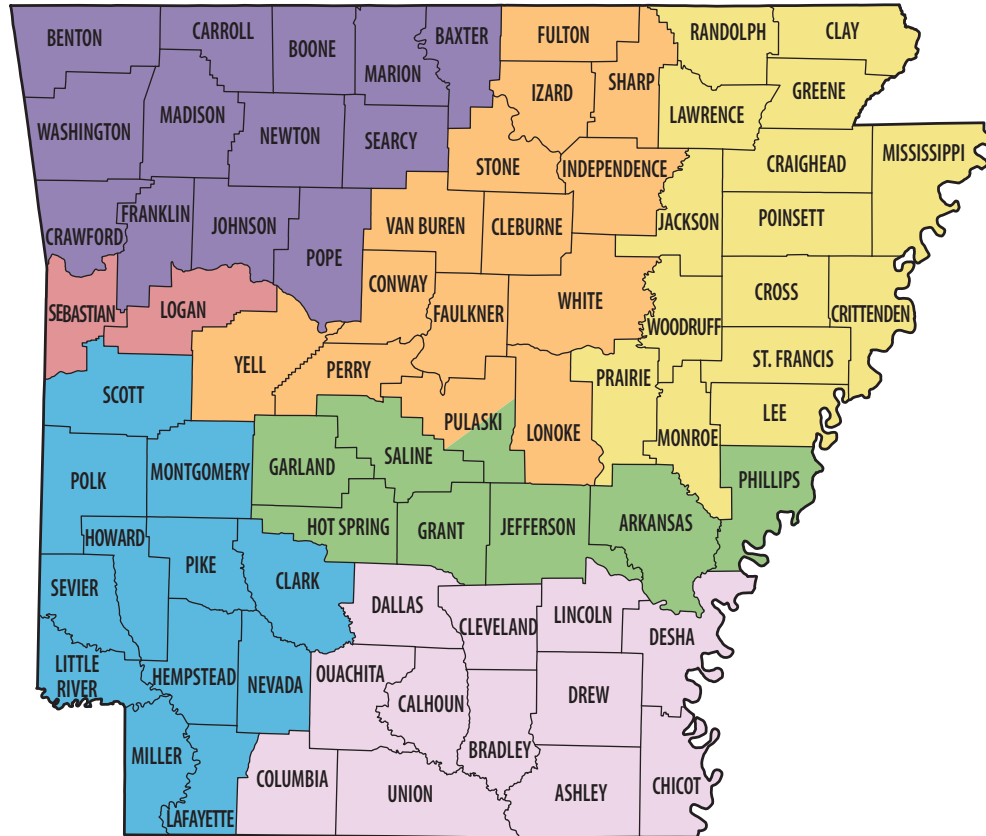
 Carla Hestir 501-804-2901
chestir@afmc.org

 Toni Humphry 501-545-7873
thumphry@afmc.org

 Sonja Savage 501-554-1328
sonja.savage@afmc.org

Supervisor, Outreach Logistics

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



11/01/2025

GAINWELL TECHNOLOGIES (CLAIMS PROCESSING)

Gainwell Provider Assistance Center

ELECTRONIC DATA INTERCHANGE (EDI), PROVIDER ASSISTANCE CENTER (PAC), AND PROVIDER ENROLLMENT

In-state toll free **800-457-4454**

Local and out-of-state **501-376-2211**

Monday through Friday 8 a.m. until 5:00 p.m.

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