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

Manager, Provider Relations

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

Supervisors, Provider Relations

Aaron Bucher.....**501-804-5211**
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Jackie Clarkson.....**501-553-7665**
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Outreach Specialists

Shawna Branscum.....**501-804-2373**
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Kimberly Breedlove ...**501-553-7642**
kbreedlove@afmc.org

Janna Childers.....**501-813-4036**
janna.childers@afmc.org

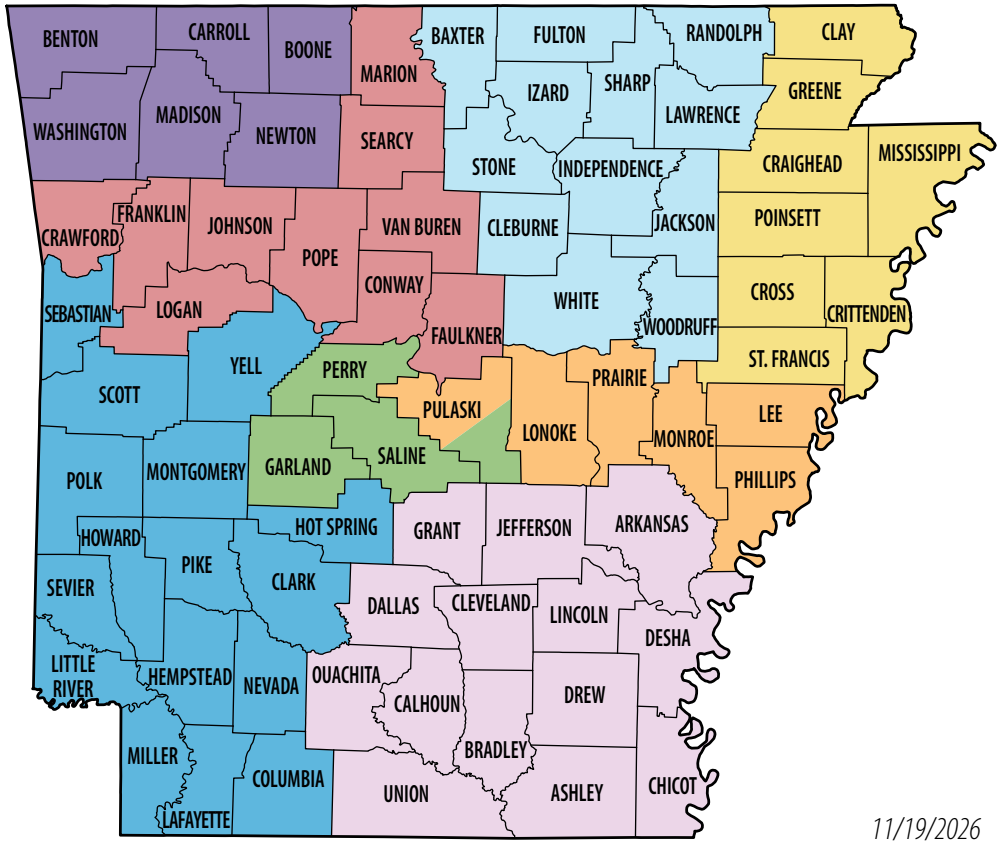
providerrelations@afmc.org

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

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

Supervisor, Outreach Logistics

Tonyia Long **501-212-8686**
tlong@afmc.org



11/19/2026

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

ARMedicaid

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