



Office Manager Meeting

September 9, 2021

Agenda

- Welcome
- Purpose
- Online Tools
- First Point of Contact
- Provider Updates & Reminders
- Best Practices Chat
- Giveaway!

Welcome to our Office Manager Meeting!



Purpose

- To allow collaboration between office managers and the health plans
- To provide opportunities for office managers to share what works well and what can be improved in our ongoing relationship
- To share important updates, changes and initiatives
- To provide information from the health plans and to hear ideas from office managers



Online Tools

Health Plan Websites

- Our public website has many free, helpful tools you can use without a login including:
 - Provider Billing Manual
 - Access to our clinical and Payment Policies
 - Pre-Auth Check tool - bookmark this one and check it often!
 - Inpatient and outpatient authorization forms
 - Credentialing applications
 - Quick reference guides
 - Coding Tip sheets and Forms
 - Secure Provider Portal

Arkansas Health & Wellness - Website



Arhealthwellness.com

Get medical help from doctors via video and phone. [Learn More.](#)

Home Find a Doctor Login Careers Contact

Contrast On Off a a a

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

Health Insurance Marketplace Plan

Medicare Advantage Plan

Health & Wellness

One Plan. Always Covered.

Our health insurance programs are committed to transforming the health of the community one individual at a time.

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

FOR PROVIDERS

[Login](#)
[Become a Provider](#)
[Pre-Auth Check](#) +
[Pharmacy](#)
[Provider Resources](#) +
[QI Program](#) +
[Provider News](#) +
[Provider Relations](#)
[Coronavirus Information for Providers](#) +
[Provider Financial Support & Resources](#)
[Risk Adjustment](#) +

For Providers

Login

If you are a contracted Arkansas Health & Wellness provider, you can register now. If you are a non-contracted provider, you will be able to register after you submit your first claim.

Once you have created an account, you can use the provider portal to:

- Verify member eligibility
- Manage claims
- Manage authorizations
- View patient list
- Login/Register

[login/register](#)

Join Our Network

Thank you for your interest in becoming a Arkansas Health & Wellness network provider. We look forward to working with you to improve the health of the community.

[join our network](#)

Stay Connected

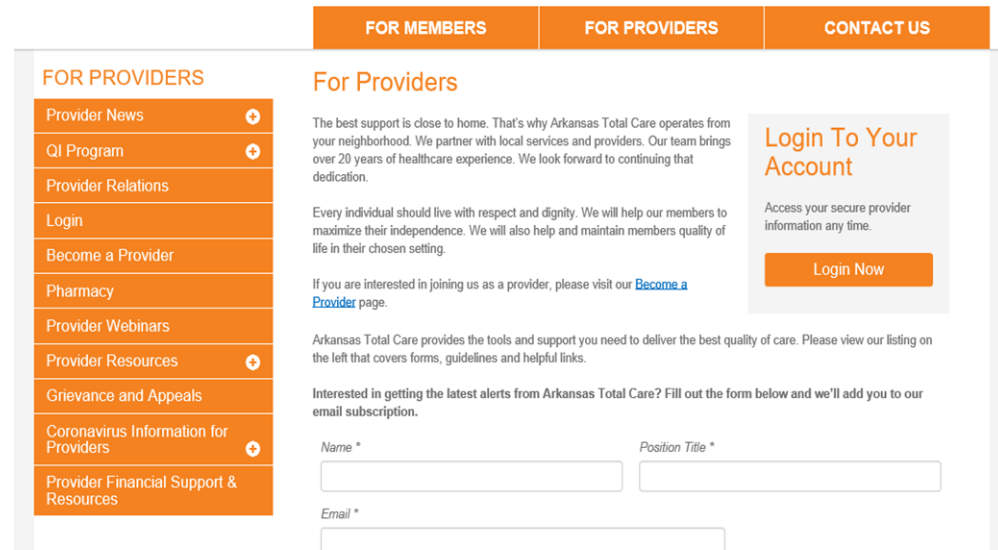
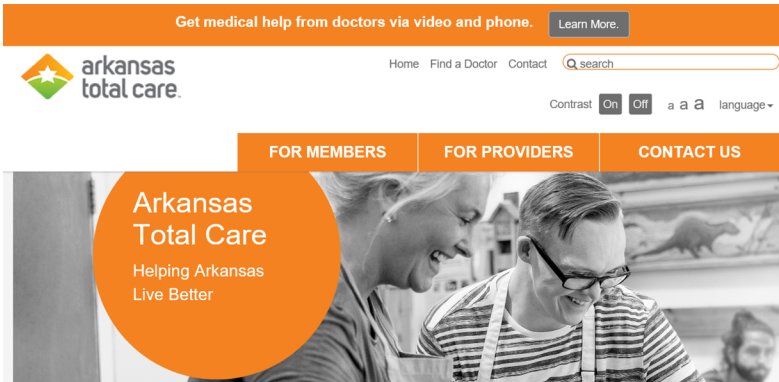
Get the latest alerts and news from Arkansas Health and Wellness.

[sign up](#)

Arkansas Total Care - Website



ArkansasTotalCare.com

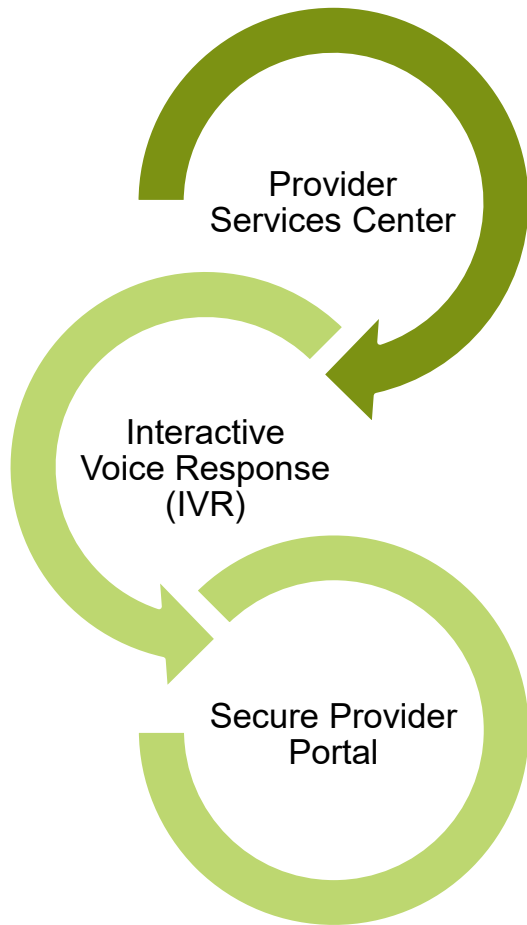


Staying Connected

- Email notifications:
 - Visit either of our websites and click on Provider Resources and you can sign up to receive our newsletters and email blasts
 - You'll receive reminder emails about up coming webinars and events
 - Email notifications are the fastest way to receive updates for Health Plan changes
- Provider Newsletters:
 - Quarterly newsletters specifically for providers

First Point of Contact

Self-Service Option Tools



- Provider Service Center : First Point of Contact
 - Available: Monday – Friday, 8:00am – 5:00 pm (CST)
- Interactive Voice Response (IVR) System
 - Available 24/7 Toll-Free
- Secure Provider Portal
 - Available 24/7

Self-Service option features:

- Member eligibility and benefits
- Claim submission and status
- Authorizations submission and status
- Secure Message through our Secure Provider Portal

Provider Service Center

- Each line of business has a dedicated provider service center that is available to respond to all provider inquiries or requests including, but not limited to:
 - Member Eligibility/Benefits
 - Claim Status
 - Prior Authorization Request
 - Network Verification
 - Appeal Status
 - Check Stop Pay or Check Reissues
 - Negative Balance Report Request
 - Provider Demographic Change Request

- By calling the provider service centers, providers will be able to access real time assistance for all their service needs

Provider Service Center



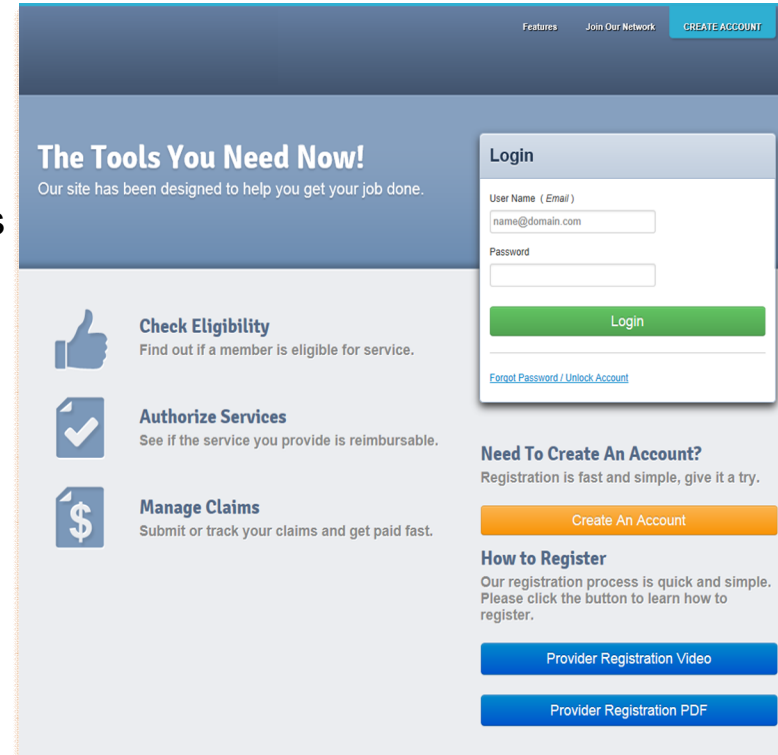
- A Provider Service Representative will assign a reference number to your inquiry. This reference number will be used to track the status of your inquiry. Representatives are available Monday – Friday | 8:00am – 5:00pm (CST)
- Ambetter Provider Services Call Center 1-877-617-0390 | TTY: 1-877-617-0392
- Allwell Provider Services Call Center 1-855-565-9518 | TTY: 711
- Arkansas Total Care Provider Services Call Center 1-866-282-6280 | TTY: 711

Interactive Voice Response (IVR) System

- The IVR is an automated phone system that allows callers to access information via a voice response system, such as:
 - Member eligibility and benefits
 - Claim status
 - Authorizations status
- Providers can access the IVR 24 hours a day, 7 days a week

Secure Provider Portal

- All providers can create an account on the FREE Secure Provider Portal to access even more information:
 - Member eligibility & patient listings
 - Health records & care gaps
 - Submit and track the status of authorizations
 - Upload documents
 - Claims submissions & status
 - Corrected claims & adjustments
 - Reconsiderations
 - Payments history
 - Monthly PCP cost reports
 - Provider analytics reports



The screenshot shows the Secure Provider Portal interface. At the top right, there are links for "Features", "Join Our Network", and a "CREATE ACCOUNT" button. The main heading is "The Tools You Need Now!" with a subtext "Our site has been designed to help you get your job done." Below this, there are three main service areas: "Check Eligibility" (with a thumbs up icon), "Authorize Services" (with a checkmark icon), and "Manage Claims" (with a dollar sign icon). On the right side, there is a "Login" form with fields for "User Name (Email)" and "Password", a "Login" button, and a link for "Forgot Password / Unlock Account". Below the login form, there is a section titled "Need To Create An Account?" with a "Create An Account" button and a "How to Register" section with links for "Provider Registration Video" and "Provider Registration PDF".

Patient Overview – Document Resource Center

[Back to Eligibility Check](#)

Overview

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Document Resource Center

Notes

Document Upload

Document Review

1. Document Category:
 - Medical Necessity
 - Quality Management
 - Long Term Services And Support
2. Document Type:
3. Upload File: No file chosen
4.

Documents for the member can be uploaded here based on Document Category options.

Contacting your Provider Relations Representative

- Your provider relations representative is able to assist with escalated concerns, policy and procedure clarification, training for new and existing providers and all other provider outreach and engagement activities
- When contacting your provider relations representative, please provide the following:
 - Related call reference number assigned by provider services
 - Provider's name, Tax ID (TIN), National Provider Identifier (NPI)
 - Summary of issue
 - All applicable claim numbers
- Provider Inquiry Email:
 - Arkansas Health & Wellness - Providers@ARhealthwellness.com
 - Arkansas Total Care - Providers@ArkansasTotalCare.com



Provider Updates & Reminders

2021 AEP Arkansas Medicare Branding Alignment Strategy





FROM  arkansas
health & wellness.



New National Branding Alignment Strategy



2022 ID Cards Will Be Clearly Distinguished

 <p><Year>⁷¹</p> <p><Company Name> <Plan_Contract_PBP>³⁶</p> <p>Member: <MbrFullName>¹⁵ Member ID: <12345678>⁴ <Submit claims under this number>^{L32} Issuer: 80840 <Primary Care Provider (PCP):>^{L7} <PhyFullName>¹⁶ <PCP Phone:>^{L2} <1-XXX-XXX-XXXX>³¹ <IPA/LPO:>^{L8} <IPA Name>⁹² <IPA ID>³²</p> <p><IPA LOGO></p> <p>Medicare^{Rx} Prescription Drug Coverage</p> <p>RXBIN: <XXXX>⁵⁶ RXPCN: <XXXX>⁵⁸ RXGRP: <XXXX>⁵⁷</p> <p>Card Issued: <XX/XX/XXXX>¹²⁰</p>	 <p>Wellcare by Allwell <Product Name> CMS#: <H9630-XXXX> Effective Date: <MM/DD/YYYY></p> <table border="1"> <tr> <td data-bbox="1020 758 1431 886"> <p>MEMBER INFORMATION</p> <p>Name: <First MI Last> Member ID#: <XXXXXXXX-XXX> Issuer ID: <(80840)> <9151014609></p> </td> <td data-bbox="1456 758 1837 1029"> <p>PHARMACY INFORMATION</p> <p>Medicare^{Rx} Prescription Drug Coverage</p> <p>Rx Claims Processor: <CVS Caremark®> RXBIN: <004336> RXPCN: <MEDDADV> RXGRP: <RX8909></p> </td> </tr> <tr> <td colspan="2" data-bbox="1020 929 1837 1029"> <p>PROVIDER INFORMATION</p> <p>PCP Name: < > PCP Phone: < ></p> </td> </tr> </table>	<p>MEMBER INFORMATION</p> <p>Name: <First MI Last> Member ID#: <XXXXXXXX-XXX> Issuer ID: <(80840)> <9151014609></p>	<p>PHARMACY INFORMATION</p> <p>Medicare^{Rx} Prescription Drug Coverage</p> <p>Rx Claims Processor: <CVS Caremark®> RXBIN: <004336> RXPCN: <MEDDADV> RXGRP: <RX8909></p>	<p>PROVIDER INFORMATION</p> <p>PCP Name: < > PCP Phone: < ></p>	
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Incentive Programs

Incentive programs are attributed at a TIN level.

- Annual Wellness Visit- Ambetter and Allwell
 - \$100 for the PCP plus rewards for the member!
- HEDIS care gap incentives
- Continuity of Care (CoC) incentives, previously Partnership for Quality (P4Q)
- Login to the Secure Provider Portal for monetary incentive reports.
- Check Availity Payer Space for real time care gap closure data.

Send us an email for a detailed training on our incentive programs!

Providers@arhealthwellness.com

Upcoming Webinars

Course Name & Description	Date/Time
<p>Forth Quarter Provider Updates This course will focus on updates and reminders surrounding Credentialing, Behavioral Health, EVV, Clinical Policies, and Payment Policies.</p>	<p>ARTC: 12/2/2021 @ 10:00am AHW: 12/7/21 @ 10:00am</p>
<p>Cultural Competency Training The purpose of this webinar is to train providers how to service the member's health care needs in a culturally competent manner.</p>	<p>AHW: 9/9/2021 @ 10:00am ARTC: 9/16/2021 @ 2:00pm ARTC: 10/12/2021 @ 10:00am AHW: 10/28/2021 @ 2:00pm</p>
<p>New Provider Orientation This course will provide a virtual orientation for any new & existing providers. Topics include Overview of the health plan; Provider Participation Responsibilities; Prior Authorization Guidelines; Claims Submission and Billing Tips; Web Tools; Important Contact Information and much more.</p>	<p>ARTC: 10/21/2021 @ 2:00pm Allwell: 10/19/2021 @ 2:00pm Ambetter: 10/14/2021 @ 10:00am</p>
<p>Secure Portal This course will provide a detailed overview of the Secure Provider Portal and the features:</p> <ul style="list-style-type: none"> • Registration and Account Setup • Member Eligibility & Patient Listings • Health Records & Care Gaps • Prior Authorization • Claim Submission & Status • Corrected Claims & Adjustments 	<p>9/30/2021 @ 2:00pm 10/5/2021 @ 10:00am</p>

Open Chat



GIVEAWAY!

- We are using your login name to enter into the drawing for a gift card!
 - Let us know if you have multiple attendees in the same room
 - *screenshare <https://wheelofnames.com/>
- Winner – Congratulations!
- We will be in touch for your mailing information.

Thank you for your participation!