



arkansas
health & wellness™

4th Quarter Webinar
December 5th, 2019

Audio Dial In: 1-646-558-8656

Webinar ID: 812 869 114

Please install and test the Zoom application
before we begin today's webinar



Housekeeping



- Please mute your phone
- Please don't put this call on hold – we'll all hear your hold music

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Acronyms

Acronym	Definition
CPC+	Comprehensive Primary Care Plus
DHS	Department of Human Services
HEDIS	Healthcare Effectiveness Data and Information Set
HMO	Health Maintenance Organization
ID	Identification
MAPD	Medicare Advantage Prescription Drug
NPI	National Provider Identifier
P4P	Pay for Performance
PCMH	Patient Centered Medical Homes
PCP	Primary Care Physician
TIN	Tax Identification Number

Agenda

- AHW
- Ambetter
- Allwell
- Q4 Updates
- Important Reminders

Provider Relations Team



Kari Murphy
Northwest Region



Valinda Perkins
Central Region



Christopher Ishmael
Northeast Region

Provider Relations Team



Tanya Brooks
Southwest Region



Meghan Hunt
North Central Region



Patrice Eackles
Southeast Region

Where to Find Us



Home Find a Doctor Login Careers Contact

Contrast ☒ On ☐ Off a a a

FOR MEMBERS

FOR PROVIDERS

GET INSURED

FOR PROVIDERS

Login

Become a Provider

Pre-Auth Check

Pharmacy

Provider Resources

QI Program

Provider News

Provider Relations

Provider Relations

Arkansas Health & Wellness Associate Territories

Christopher Ishmael

Kari Murphy

Meghan Hunt

Patrice Eackles

Tanya Brooks

Valinda Perkins

Login

Become a Provider

Pre-Auth Check

Pharmacy

Provider Resources

QI Program

Provider News

Provider Relations

WASHINGTON

CLAYTON

SEBASTIAN

SCOTT

YELL

PERRY

FAULKNER

PHILLIPS

LEE

PHILLIPS

CLAYTON

WASHINGTON

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YELL

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LEE

PHILLIPS

3/11/2019

Join Our Email List Today



- Receive current updates:
 - <https://www.arhealthwellness.com/providers/resources.html>
- Choose the network you wish to receive information for

Provider Resources

Arkansas Health & Wellness provides the tools and support you need to deliver the best quality of care. Please view our listing on the left, or below, that covers forms, guidelines, helpful links, and training.

- For Ambetter Information, please visit our [Ambetter website](#).
- For Allwell Information, please visit our [Allwell website](#).

Interested in getting the latest alerts from Arkansas Health and Wellness? Fill out the form below and we'll add you to our email subscription.

Name *

Position/Title *

Email *

Phone Number *

Group Name *

Group NPI *

Tax ID *

Network*

☐ Ambetter

☐ Allwell

Submit





Ambetter from Arkansas Health and Wellness

Website Home Page




DON'T DELAY, CHOOSE AN AMBETTER PLAN TODAY -- BEFORE OPEN ENROLLMENT ENDS DECEMBER 15TH. [SHOP NOW](#)

Home For Providers For Brokers | En Español AAA


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health & wellness.

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ENROLL NOW




Find doctors,
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Find a Doctor



Make sure your
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Get medical help from
doctors via video and
phone, 24/7.

Ambetter Telehealth+



Features for Providers

For Providers

Stay Connected

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

[SIGN UP](#)

Healthy partnerships are our specialty.

With Ambetter, you can rely on the services and support that you need to deliver the best quality of patient care. You're dedicated to your patients, so we're dedicated to you.

When you partner with us, you benefit from years of valuable healthcare industry experience and knowledge. We're dedicated to helping your practice run as efficiently as possible, which is why we always strive for prompt claims processing.

At the end of the day, our job is to make yours easier. That way, you can focus on your patients. They've always been able to count on you. And, as a partner with Ambetter, you'll be able to count on us.

Login To Your Account



Access your secure provider information any time.

[Login Now](#)

Pre-Auth Check



Use our tool to see if a pre-authorization is needed.

[Check Now](#)

Provider Resources



Use our helpful resources to deliver the best quality of care.

[Go Now](#)

Find A Medication



View our Preferred Drug List to see what drugs are covered.

[View List](#)

Join Our Network



Interested in becoming an Ambetter provider?

[Find Out How](#)

Provider Newsroom



Stay up to date with the latest news and announcements.

[Read More](#)



Provider Resources

Provider Resources

Ambetter provides the tools and support you need to deliver the best quality of care.

Reference Materials

- [2019 Provider and Billing Manual \(PDF\)](#)
- [2020 Provider and Billing Manual \(PDF\)](#)
- [Quick Reference Guide \(PDF\)](#)
- [ICD-10 Information](#)
- [Payspan \(PDF\)](#)
- [Secure Portal \(PDF\)](#)

Medical Management

- [Pre-Auth Needed?](#)
- [Prior Authorization Guide \(PDF\)](#)
- [Inpatient Prior Authorization Fax Form \(PDF\)](#)
- [Outpatient Prior Authorization Fax Form \(PDF\)](#)
- [Grievance and Appeals](#)

Behavioral Health

- [Discharge Consultation Form \(PDF\)](#)
- [Electroconvulsive Therapy \(ECT\) Authorization Request Form \(PDF\)](#)
- [Intensive Outpatient/Day Treatment Form for Mental Health/Chemical Dependency \(PDF\)](#)
- [Outpatient Treatment Request Form \(PDF\)](#)
- [OTR Tip Sheet \(PDF\)](#)
- [Psychological or Neuropsych Testing Authorization Request Form \(PDF\)](#)
- [Applied Behavioral Analysis Prior Authorization Request Form \(PDF\)](#)









Secure Provider Portal

- Arkansas Health & Wellness is here to provide the tools and support you need to deliver the best quality of care. Our Secure Provider Portal offers an easy way for you to manage administrative tasks.

For Providers

Stay Connected
Get the latest alerts and news from Arkansas Health and Wellness.
[SIGN UP](#)

Healthy partnerships are our specialty.
With Ambetter, you can rely on the services and support that you need to deliver the best quality of patient care. You're dedicated to your patients, so we're dedicated to you.
When you partner with us, you benefit from years of valuable healthcare industry experience and knowledge. We're dedicated to helping your practice run as efficiently as possible, which is why we always strive for prompt claims processing.
At the end of the day, our job is to make yours easier. That way, you can focus on your patients. They've always been able to count on you. And, as a partner with Ambetter, you'll be able to count on us.

<p>Login To Your Account</p>  <p>Access your secure provider information any time.</p> <p>Login Now</p>	<p>Pre-Auth Check</p>  <p>Use our tool to see if a pre-authorization is needed.</p> <p>Check Now</p>	<p>Provider Resources</p>  <p>Use our helpful resources to deliver the best quality of care.</p> <p>Go Now</p>
<p>Find A Medication</p>  <p>View our Preferred Drug List to see what drugs are covered.</p> <p>View List</p>	<p>Join Our Network</p>  <p>Interested in becoming an Ambetter provider?</p> <p>Find Out How</p>	<p>Provider Newsroom</p>  <p>Stay up to date with the latest news and announcements.</p> <p>Read More</p>

Secure Provider Portal – Create An Account



- Registration is free and easy

A screenshot of the Secure Provider Portal homepage. The page has a dark blue header with links for "Features", "Join Our Network", and a "CREATE ACCOUNT" button. Below the header, a section titled "The Tools You Need Now!" states "Our site has been designed to help you get your job done." and lists three main features: "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 green "Login" button, and a link for "Forgot Password / Unlock Account". Below the login form, a section titled "Need To Create An Account?" states "Registration is fast and simple, give it a try." and features an orange "Create An Account" button, which is circled in red. A red arrow points from the right side of the slide to this button. Below this section, there is a "How to Register" section with text explaining the process and two blue buttons: "Provider Registration Video" and "Provider Registration PDF".



QualChoice Acquisition

- This year our company completed an acquisition of QCA Health Plan Inc., and QualChoice Life and Health Insurance Company, Inc.
- Starting January 1, 2020, QualChoice Health Insurance Marketplace and Arkansas Works plans will be rebranded as Ambetter from Arkansas Health & Wellness.
- QualChoice members on these plans will receive new Ambetter ID cards. Please remember to check each member's ID card to capture the new information.
- Starting January 1, 2020, you will be able to verify eligibility, view records, and submit claims on the Ambetter Secure Provider Portal.
- For information regarding QualChoice service dates prior to January 1, 2020, utilize the QualChoice My Account online portal.



Secure Portal - PCP Reports

- PCP Reports:
 - PCP reports available on Ambetter's secure provider web portal are generated on a monthly basis and can be exported into a PDF or Excel format
- PCP Reports Include:
 - Patient List with Care Gaps
 - Emergency Room Utilization
 - Rx Claims Report
 - Members flagged for Disease and Case Management



Ambetter Provider Incentives

- CPC+ and PCMH providers earn:
 - Per PMPM monthly care management fee
 - \$100 bonus for each Annual Wellness Visit performed
- All Ambetter providers are part of the P4P program:
 - HEDIS Measures available for payments
 - Paid Per Measure to the Attributing PCP
 - \$30 - \$100 potential pay out per measure
 - Paid 3x per year
 - Patient list with open care gaps are available on the secure provider portal

HEDIS



HEDIS measures final rates for all Ambetter reports. Please note that the anchor date for closing these gaps is December 31, 2019.

Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	18.6%	1 Star
Low Back Pain (LBP)	61.3%	1 Star
Medication Management for People with Asthma (MMA)	41.6%	1 Star
Annual Monitoring for Patients on Persistent Medications (MPM)	85.9%	3 Star
Controlling Blood Pressure (CBP)	41.2%	1 Star
Comprehensive Diabetes Care (CDC)	Retinopathy Eye Exams	37.5% 2 Star
	A1C value less than 8.0	34.4% 1 Star
	A1C Testing Done	84.2% 1 Star
	Nephropathy Monitoring	87.3% 1 Star
Cervical Cancer Screening (CCS)	46.1%	1 Star
Breast Cancer Screening (BCS)	49.4%	1 Star
Colorectal Screening (COL)	40.1%	1 Star
Adult BMI Assessment (ABA)	84.6%	3 Star



Allwell from Arkansas Health and Wellness

Medicare Advantage Plan Expansion for 2019

allwell.

TM

WE ARE EXPANDING TO 16 ADDITIONAL COUNTIES

As an Allwell provider, you can now serve all Allwell members in Arkansas regardless of the county they live in.

Eligible residents in your county will be able to enroll with Allwell this year during the Annual Enrollment Period.

Currently Serving

Benton	Saline
Crawford	Sebastian
Garland	Washington
Pulaski	

2019 Additions

Faulkner	Logan
Conway	Carroll
Lonoke	Clark
Craighead	Greene
Boone	Franklin
Pope	Baxter
Hot Spring	Madison
Scott	Marion



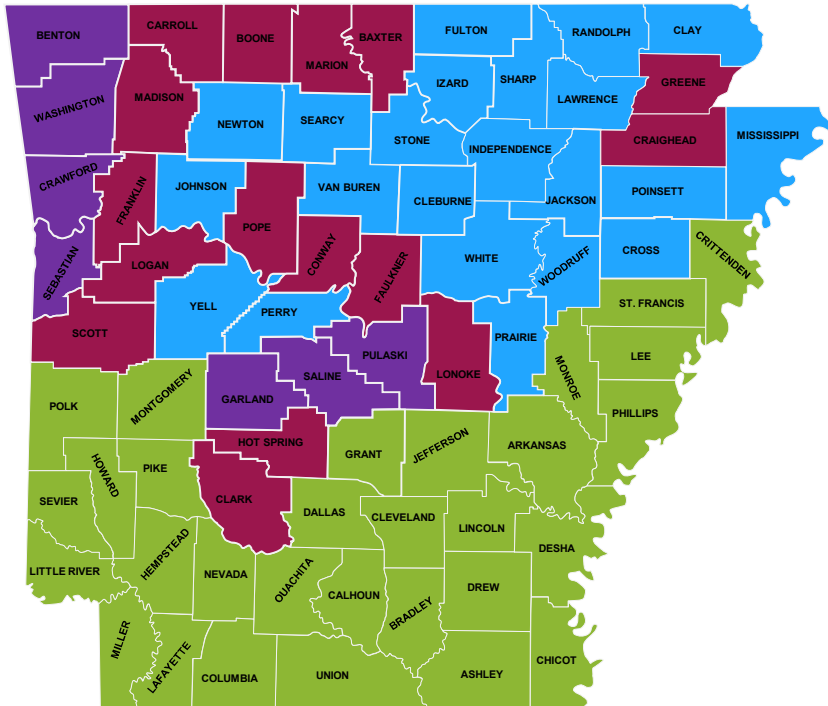
FROM



arkansas
health & wellness.

1-855-565-9518 (TTY: 711)
Allwell.ARHealthWellness.com

Medicare Advantage - Arkansas



2020 Expansion Counties*:

Johnson
Prairie
Clay
Yell
Cross
Independence
Poinsett
Fulton
Newton
Izard
White

Searcy
Woodruff
Mississippi
Lawrence
Perry
Cleburne
Randolph
Van Buren
Sharp
Stone
Jackson

Allwell Identification Cards

allwell.


TM

Allwell offers plans that utilize two distinct networks of providers, Allwell Medicare HMO and Allwell Medicare HMO **Select**.

Allwell members do not have Out of Network benefits.

When searching for a participating provider on the Find A Provider tool, please make sure you select the network that corresponds to the network listed on the members identification card.



 allwell. from Arkansas Health & Wellness		Allwell Medicare HMO CMS#: XXXXX-XXX Effective: <mm/dd/yyyy>
MEMBER INFORMATION Name: <First Last> Member ID#: <XXXXXXXXXX-XXX> Issuer ID: <(80840)> <9151014609>	PHARMACY INFORMATION MedicareRx Prescription Drug Coverage RX Claims Processor: <CVS Caremark> RXBIN: <004336> RXPCN: <MEDGADV> RXGRP: <RX2909>	
PROVIDER INFORMATION PCP Name: <> PCP Phone: <>		

 allwell. from Arkansas Health & Wellness		Allwell Medicare Select HMO CMS#: XXXXX-XXX Effective: <mm/dd/yyyy>
MEMBER INFORMATION Name: <First Last> Member ID#: <XXXXXXXXXX-XXX> Issuer ID: <(80840)> <9151014609>	PHARMACY INFORMATION MedicareRx Prescription Drug Coverage RX Claims Processor: <CVS Caremark> RXBIN: <004336> RXPCN: <MEDGADV> RXGRP: <RX2909>	
PROVIDER INFORMATION PCP Name: <> PCP Phone: <>		

Secure Portal



- Arkansas Health & Wellness is here to provide the tools and support you need to deliver the best quality of care. Our Secure Provider Portal offers an easy way for you to manage patient administrative tasks quickly
- Visit the portal at Provider.ARHealthWellness.com



Secure Provider Portal - Features



- Information contained on our Secure Provider Portal includes:
 - Member Eligibility
 - Patient Listings
 - Health Records & Care Gaps
 - Authorizations
 - Case Management Referrals
 - Claims Submissions & Status
 - Corrected Claims & Adjustments
 - Payments History
 - PCP Reports
- A login is required to access the secure portal
- If you have not logged in for more than 90 days, your account will automatically lock and require you to contact us for a password reset

Allwell Provider Incentives



- Allwell offers a Care Management fee for CPC+ providers for Track 1 and Track 2 providers:
 - **ALL** Allwell providers are eligible for a \$100 bonus for each Annual Wellness Visit performed
 - Allwell offers a P4P program for Quality improvement for 10 HEDIS measures paid quarterly.

Allwell Provider Incentives



Sub Measure	Measure Incentive	Score	Compliant	Qualified	Target 1	Target 2	Target Achieved	Max Target Gap	Bonus Amount
ANNUAL MONITOR RX 18 - COMBINED RATE	\$100.00	80.00%	4	5	84.00%	87.00%	--	1	\$0.00
AVOID ABX BRONCH 18 - AVOID ABX BRONCH 18	\$80.00	66.67%	2	3	26.00%	33.00%	Target 2	0	\$160.00
BRST CNCR N MCARE 18 - BRST CNCR N MCARE 18	\$40.00	60.00%	3	5	70.00%	74.00%	--	1	\$0.00
CERVICAL CANCER 18 - CERVICAL CANCER 18	\$40.00	31.82%	21	66	56.00%	65.00%	--	22	\$0.00
COLORECTAL CANCER 18 - COLORECTAL CANCER SCREENING	\$40.00	20.00%	4	20	52.00%	60.00%	--	8	\$0.00
COMP DIABETES 18 - A1C TEST	\$30.00	57.14%	4	7	92.00%	94.00%	--	3	\$0.00
COMP DIABETES 18 - NEPH ATTN	\$30.00	100.00%	7	7	91.00%	93.00%	Target 2	0	\$210.00
MED MGMT ASTHMA 18 - TOTAL 5 TO 64 75% COVERED	\$85.00	0.00%	0	0	53.00%	58.00%	--	0	\$0.00
QRS PDC - PDC ACE/ARB	\$40.00	0.00%	0	0	75.00%	79.00%	--	0	\$0.00
QRS PDC - PDC ORAL DIABETES RX	\$30.00	0.00%	0	0	69.00%	74.00%	--	0	\$0.00
QRS PDC - PDC STATINS	\$40.00	0.00%	0	0	69.00%	74.00%	--	0	\$0.00
USE IMG LOW BACK 18 - IMAGING FOR LOW BACK PAIN	\$80.00	100.00%	3	3	74.00%	79.00%	Target 2	0	\$240.00

Q4 Topics

- Accessing Provider Analytics
- Top Claim Rejections
- Clinical & Payment Policies
- Physician's Office Lab Testing
- TurningPoint

Access Provider Analytics



The screenshot shows the Ambetter provider dashboard. At the top, there's a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this is a "Viewing Dashboard For:" section with a dropdown menu set to "Ambetter" and a "GO" button. The main content area is divided into three sections: "Quick Eligibility Check for Ambetter", "Recent Claims", and a right-hand sidebar. The "Quick Eligibility Check" section has input fields for "Member ID Only" (containing "123456789 or Smith") and "Birthdate" (containing "mm/dd/yyyy"), followed by a "Check Eligibility" button. The "Recent Claims" section features a table with columns for STATUS, RECEIVED DATE, MEMBER NAME, and CLAIM NO., displaying five rows of data. The right-hand sidebar contains a "Welcome" section with a list of links: "Add a TIN to My ACCOUNT", "Manage Accounts", "Reports", "Patient Analytics", and "Provider Analytics" (which is highlighted with an orange border). Below this is a "Recent Activity" section with columns for Date and Activity. At the bottom of the sidebar is a "Go Paperless" section with a paragraph about electronic settlement and a "PaySpan Site" button.

Quick Eligibility Check for Ambetter

Member ID Only: 123456789 or Smith
Birthdate: mm/dd/yyyy
[Check Eligibility](#)

Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
🕒	08/30/2019		
🕒	08/30/2019		
🕒	08/30/2019		
🕒	08/30/2019		
🕒	08/30/2019		

Welcome

- [Add a TIN to My ACCOUNT](#)
- [Manage Accounts](#)
- [Reports](#)
- [Patient Analytics](#)
- [Provider Analytics](#)

Recent Activity

Date	Activity
------	----------

Go Paperless

Empower your practice with electronic settlement. Now you can receive EFT's and ERA's without investing in new technology and without changes to current systems.

[PaySpan Site](#)

Provider Analytics (cont.)



To better collaborate and support provider efforts to care for our members, Daily Care Gaps information will be available to providers through Availity.

Availity's platform helps providers close care gaps and improve member health outcomes through real-time analytics. HEDIS care gap information is updated daily by Interpreta using data from pharmacy, membership and claims. This ensures providers have the most up-to-date information to provide the best care possible.

The information provided by Interpreta includes

- The date a member should be scheduled to see a provider when a gap has not yet been closed
- Percentages of total care gaps that have been closed
- Total care gaps that need to be closed
- Total care gaps that are past deadline for closure

Top Claim Rejections

1. Member not valid at DOS
2. Invalid or Missing Taxonomy Code
3. Invalid Member DOB
4. Original claim number required
5. Invalid Member
6. A data segment with 'Must Use' status is missing.
7. Payer Claim Control Number is not used for first time submitted claim.
8. HCPCS Procedure Code is invalid in Professional Service.
9. UPIN for Referring Provider is invalid.
10. HCPCS Modifier Code is invalid in Institutional Service Line.
11. National Provider ID (NPI) is invalid for Billing Provider Name.

Clinical & Payment Policies



What are Clinical Policies?

- A set of guidelines used to assist in administering health plan benefits, either by prior authorization or payment rules.

What are Payment Policies?

- A set of guidelines used to assist in administering payment rules based on generally accepted principles of correct coding

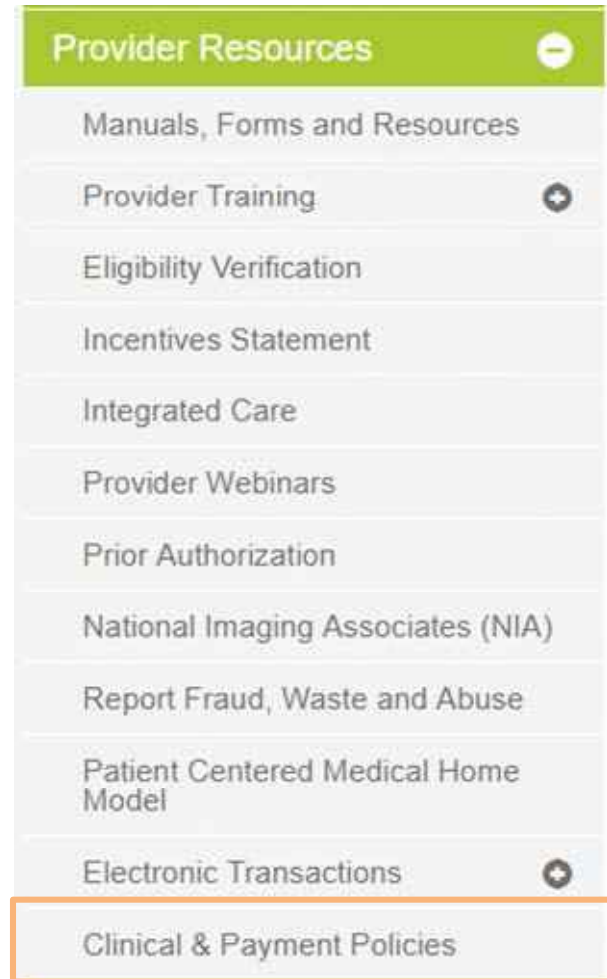
Clinical & Payment Policies



<http://www.arhealthwellness.com>



FOR PROVIDERS



Clinical & Payment Policies



Ambetter Policies

AMBETTER CLINICAL POLICIES +

AMBETTER PAYMENT POLICIES +

AMBETTER PHARMACY POLICIES +

Allwell Policies

ALLWELL CLINICAL POLICIES +

ALLWELL PAYMENT POLICIES +

ALLWELL PHARMACY POLICIES +

Clinical & Payment Policies



- Physician's Office Lab Testing
 - Effective 12/1/19
 - To ensure higher quality laboratory tests are performed in the correct setting, Arkansas Health & Wellness will limit the performance of in-office laboratory testing to the CPT® and HCPCS codes listed in the Short Turnaround Time (STAT) laboratory (lab) code list included in this policy.
 - Reimbursement for in-office laboratory procedures is limited to those codes listed in the STAT laboratory procedure code list.

TurningPoint



- Starting 1/1/20 providers will be required to submit prior authorizations to TurningPoint. Starting 12/16/19 auth requests may be submitted
- ONLY for musculoskeletal surgical procedures
- TurningPoint will be hosting webinars throughout December and January

Program Highlights:

- Administrative Tools
- Specialized “Peer to Peer” Engagement
- Clinical Support Tools
- Reporting and Analytics
- FDA Recall Tracking and Monitoring



MUSCULOSKELETAL

Orthopedic Surgical Procedures

Including all associated partial, total, and revision surgeries

- ✓ Knee Arthroplasty
- ✓ Unicompartamental/Bicompartamental Knee Replacement
- ✓ Hip Arthroplasty
- ✓ Shoulder Arthroplasty
- ✓ Elbow Arthroplasty
- ✓ Ankle Arthroplasty
- ✓ Wrist Arthroplasty
- ✓ Acromioplasty and Rotator Cuff Repair
- ✓ Anterior Cruciate Ligament Repair
- ✓ Knee Arthroscopy
- ✓ Hip Resurfacing
- ✓ Meniscal Repair
- ✓ Hip Arthroscopy
- ✓ Femoroacetabular Arthroscopy
- ✓ Ankle Fusion
- ✓ Shoulder Fusion
- ✓ Wrist Fusion
- ✓ Osteochondral Defect Repair

Spinal Surgical Procedures

Including all associated partial, total, and revision surgeries

- ✓ Spinal Fusion Surgeries
 - ✓ Cervical
 - ✓ Lumbar
 - ✓ Thoracic
 - ✓ Sacral
 - ✓ Scoliosis
- ✓ Disc Replacement
- ✓ Laminectomy/Discectomy
- ✓ Kyphoplasty/Vertebroplasty
- ✓ Sacroiliac Joint Fusion
- ✓ Implantable Pain Pumps
- ✓ Spinal Cord Neurostimulator
- ✓ Spinal Decompression

Contact Information

Web Portal Intake: <http://www.myturningpoint-healthcare.com>

Phone Intake: (501) 263-8850 | (866) 619-7054 (Toll-Free)

Fax Intake: (501) 588-0994

Turning Point



Webinar Dates

- 12/10, 12/11, 1/7, 1/8, 1/9, 1/14, 1/15, 1/16

Providers may sign up at our website:

<https://www.arhealthwellness.com/providers/provider-news/turningpointauthorization.html>

A screenshot of the Arkansas Health & Wellness website. At the top, there are three green navigation tabs: "FOR MEMBERS", "FOR PROVIDERS" (which is highlighted with a pink border), and "GET INSURED". Below the "FOR PROVIDERS" tab, the main content area is titled "For Providers". On the left, there is a vertical menu with several green buttons: "Login", "Become a Provider", "Pre-Auth Check", "Pharmacy", "Provider Resources", "QI Program", "Provider News" (highlighted with a pink border), "Allwell Pharmacy Updates Effective May 1, 2019", "Availability Resources", "Turning Point Authorization" (highlighted with a pink border), and "Provider Relations". The main content area is divided into three sections. The first section is titled "Login" and contains text about registering as a provider, a list of services available after registration (Verify member eligibility, Manage claims, Manage authorizations, View patient list, Login/Register), and a blue "login/register" button. The second section is titled "Join Our Network" and contains a thank-you message and a blue "join our network" button. The third section is titled "Stay Connected" and contains a message about alerts and news, and a blue "sign up" button.

Important Reminders

Arkansas Health & Wellness Provider Webinars



AHW Q2 Provider Webinar

Summary: The webinar for this quarter will covered topics related to annual wellness visit incentives, top denials & rejections and policy updates.

Available Online Webinar Sessions*

- ☐ June 6, 2019 - 10AM - AHW Q2 Provider Webinar
- ☐ June 6, 2019 - 3PM - AHW Q2 Provider Webinar

Please choose which webinar(s) you would like to attend. Registration ends one hour before the scheduled class time.

First Name *

Last Name *

Position/Title *

Tax ID *

Group Name *

Group NPI *

Email *

If you have a secure Provider Portal account, please register with the email address associated with your account.

What other topics would you like to see offered as webinars?

- ☐ Claims / billing
- ☐ Prior authorization
- ☐ Quality improvement and HEDIS
- ☐ Office and practice management news and tips
- ☐ Other

Submit

Needing to Contact Us?



Education Requests

Would you like training for you and your staff?
You can submit your requests to
Providers@arhealthwellness.com



Arkansas Health and Wellness Contracting

Phone Number: 1-844-631-6830

Hours of Operation: 8am-4:30pm



Provider Contracting Email Address:

ArkansasContracting@centene.com

Regular contracting inquiries and contract requests

Ambetter from Arkansas Health and Wellness

Provider Services

Phone: 1-877-617-0390
TTY/TDD: 1-877-617-0392
ambetter.arhealthwellness.com

Allwell from Arkansas Health and Wellness

Provider Services

Phone: 1-855-565-9518

TTY/TDD: 711

allwell.arhealthwellness.com

When to Contact National Imaging Associates, Inc. (NIA)



Providers:

Ordering Providers:

- To initiate a request for an authorization please contact NIA via website, www.RadMD.com or via toll-free number 1-877-617-0390.
- To check the status of an authorization please contact NIA via website, www.RadMD.com or Interactive Voice Response (IVR) System at 1-877-617-0390.

Rendering Providers:

- To check the status of an authorization please contact NIA via website, www.RadMD.com or Interactive Voice Response (IVR) System at 1-877-617-0390.

Ordering Providers and Rendering Providers:

- For assistance or technical support for RadMD, please contact RadMD Help Desk via e-mail RadMDSupport@magellanhealth.com or 877-80-RadMD (877-807-2363).
- For any provider education requests or questions specific to NIA and the Medical Specialty Solutions Program, Providers may contact Leta Genasci, Provider Relations Manager lgenasci@magellanhealth.com or 1-800-450-7281 Ext. 75518.

QUESTIONS?

Please submit any questions by using the chat
feature or in an email with

“Provider Webinar” in the subject line to

Providers@ARhealthwellness.com

Thank you!