

About this Document

When focused on billing, coding, and reimbursement for HealthySteps-aligned services, have you ever needed a link that would take you directly to a website that has the key information you are looking for? Do you need to speak to a live person regarding a key reimbursement-related question? If so, this document can help and/or point you in the right direction to get your questions answered.

Below you will find website addresses/links, and telephone numbers that may assist you in locating helpful information about Arkansas' Medicaid agency regarding questions such as patient eligibility, provider claims, provider billing manuals, and information on specialty programs the state offers.

Arkansas Medicaid Helpful Contact Numbers

Arkansas Medicaid, which is jointly funded and operated by the Department of Human Services (DHS) and the Centers for Medicare and Medicaid Services (CMS), provides medically necessary health care services for eligible Arkansans from birth through end-of-life.

The following contact numbers and/or websites will assist providers and clinical staff in navigating the many departments within Arkansas Medicaid.

If you have questions about claim status, pre-authorizations, member eligibility, provider payments, and provider enrollment status, call Arkansas Medicaid Provider Services at 800-457-4454. A Provider ID number and/or National Provider Identifier (NPI) will be required.

Claims Questions:	Select Option "1"
Prior Authorization:	Select Option "2"
Member Eligibility:	Select Option "3"
Provider Payments:	Select Option "4"
Enrollment Status:	Select Option "5"

Please note the Call Center representatives will only provide basic information regarding claims and member eligibility. Thus, as an additional option, providers can log-on to the AR Medicaid Provider web portal, <https://portal.mmis.arkansas.gov/armedicaid/provider/Home/tabid/135/Default.aspx>, where providers can obtain more detailed information for their specific claims and member eligibility questions. Providers will need their current User ID to access the system. If the provider does not currently have a User ID, the provider can obtain access via the "Register Now" link. Please note, a valid Provider ID number and the last four digits of your Tax ID or SSN are required.

Helpful Website Links and Access to Arkansas Provider Billing Manuals

The following links provide useful information related to Arkansas Medicaid, such as provider manuals, coverages directly related to Federally Qualified Health Centers (FQHCs), Community Health Centers, and Rural Health Clinics (RHCs), Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), screening tools, and telehealth services.

- Arkansas Medicaid Provider Enrollment: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/provider-enrollment/#:~:text=If%20you%20have%20questions%20about,3%20for%20%E2%80%9CProvider%20Enrollment%E2%80%9D.>
- Provider Manuals – All Provider Types, 2023: [https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/all-prov/.](https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/all-prov/)
- Web portal – Arkansas Medicaid, 2023: [https://portal.mmis.arkansas.gov/armedicaid/provider/Home/tabid/135/Default.aspx.](https://portal.mmis.arkansas.gov/armedicaid/provider/Home/tabid/135/Default.aspx)
- Counseling Services, 2023: [https://humanservices.arkansas.gov/wp-content/uploads/CNCLSERV-New-22route.pdf.](https://humanservices.arkansas.gov/wp-content/uploads/CNCLSERV-New-22route.pdf)
- FQHC/Community Health Center Manual, 2023: [https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/fqhc-prov/.](https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/fqhc-prov/)
- Arkansas Medicaid FQHC Fee Schedule, 2023: [https://humanservices.arkansas.gov/wp-content/uploads/FQHC-fees.pdf.](https://humanservices.arkansas.gov/wp-content/uploads/FQHC-fees.pdf)
- RHC Manual, 2023: [https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/rurlhlth-prov/.](https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/rurlhlth-prov/)
- Arkansas Medicaid RHC Fee Schedule, 2023: [https://humanservices.arkansas.gov/wp-content/uploads/RURLHLTH-fees.pdf.](https://humanservices.arkansas.gov/wp-content/uploads/RURLHLTH-fees.pdf)
- EPSDT Manual, 2023: [https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/epsdt-prov/.](https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/epsdt-prov/)
- Procedure Codes Changing from Medical Review Required to Prior Authorization Required, 2022: [https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhumanservices.arkansas.gov%2Fwp-content%2Fuploads%2FON-036-22.doc&wdOrigin=BROWSELINK.](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhumanservices.arkansas.gov%2Fwp-content%2Fuploads%2FON-036-22.doc&wdOrigin=BROWSELINK)
- Telehealth - GT Modifier and POS changes, 2022: [https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhumanservices.arkansas.gov%2Fwp-content%2Fuploads%2FON-007-22.doc&wdOrigin=BROWSELINK.](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhumanservices.arkansas.gov%2Fwp-content%2Fuploads%2FON-007-22.doc&wdOrigin=BROWSELINK)
- Quality Improvement. Developmental Screening: [https://medicaid.afmc.org/medicaid-quality-improvement/developmental-screening#tools.](https://medicaid.afmc.org/medicaid-quality-improvement/developmental-screening#tools)
- Developmental Screening – Webinar, Dr. Chad Rodgers, 2022: [https://share.vidyard.com/watch/jXbGMEBY37nb2bd38QXyMR?.](https://share.vidyard.com/watch/jXbGMEBY37nb2bd38QXyMR?)
- Centers for Disease Control’s Developmental Milestones, 2023: [https://www.cdc.gov/ncbddd/actearly/milestones/index.html.](https://www.cdc.gov/ncbddd/actearly/milestones/index.html)
- Developmental Monitoring and Screening for Health Professionals, 2021: [https://www.cdc.gov/ncbddd/childdevelopment/screening-hcp.html.](https://www.cdc.gov/ncbddd/childdevelopment/screening-hcp.html)

- Arkansas Department of Human Services. AR Medicaid Keeping Your Child Healthy – EPSDT and Well-Child Care: <https://medicaid.afmc.org/images/Quality-Improvement/EPSDT-Keeping Your Child Healthy e-book English.pdf>.

The American Academy of Pediatrics Periodicity Schedule

Bright Futures, led by the American Academy of Pediatrics (AAP), is a national health promotion and prevention initiative program. The Bright Futures guidelines provide evidence-driven guidance for all preventive care screenings and health supervision visits. The Bright Futures Periodicity Schedule, also referred to as the periodicity table, lists recommended pediatric services such as screening requirements, and it is recognized by Healthy Connections and adopted as the standard of care in the state.



The AAP’s Bright Futures 2023 Periodicity schedule: <https://www.aap.org/en/practice-management/bright-futures/bright-futures-materials-and-tools/bright-futures-guidelines-and-pocket-guide/>.

Once in the page, click onto the hyperlink labeled, “*Bright Futures/AAP Periodicity Schedule.*”



The following resource link contains a comprehensive listing of codes that align with Bright Futures. We recommend that you identify the codes most relevant to your practice’s HealthySteps model and include those codes on your encounter form or billing sheet. It is highly recommended to append the required billing modifiers to avoid common claim denials.

Coding for Pediatric Preventive Care, American Academy of Pediatrics, Bright Futures, 2022: <https://downloads.aap.org/AAP/PDF/Coding%20Preventive%20Care.pdf>.

The AAP Coding Hotline

The AAP offers a coding hotline as a resource to assist in accurate pediatric coding for services rendered to patients: <https://form.jotform.com/Subspecialty/aapcodinghotline>.

If you have a coding question, you can submit it via e-mail, and in most cases receive a response within the same week.