

Mental health and Substance abuse

Medical benefit billing guide

September 2024



Relevant provider types & services

- Licensed clinical **psychologist**
- Licensed clinical **social worker** (LCSW)
- Licensed **marriage and family** therapist (LMFT)
- Licensed professional **counselor** (LPC)
- Licensed psychological **examiner** (LPE)
- Community **psychiatric nurse** (CNP)
- Applied **behavior analysis** (ABA)
- **Residential** treatment center (RTC)
- **Substance use** treatment
- Intensive **outpatient** treatment (IOP)
- **Partial** hospitalization program (PHP)



Credentialing steps



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Medical benefit eligibility

- Arkansas Blue Cross and Blue Shield will **contract directly** with:
 - **Ph.D.**
 - **LCSW**
 - **LMFT**
 - **LPC**
 - **ABA**
 - **LPE**
- Must be **eligible** for **all government programs**



Application requirements

- **To initiate application:**
Email your **regional Network Development** support staff
- **Network application & attestation:**
All pages must be **completed, signed and dated**
- **Provider application:**
 - **Both pages** must be completed
 - **All required documentation** must be returned



Application requirements

- **Authorization for clinic group billing:**
Complete to direct payments to a **clinic** or **group billing entity**
- **Network participation agreements:**
Sign/initial and **date** in all applicable areas
 - *Note: Leave **effective date** blank*
- **Tax coupon, W-9 or IRS letter:**
To verify **employer identification number (EIN)**
- **Current state license**



Application requirements

- **Professional liability insurance** – includes coverage for **medical negligence/malpractice**

- **Minimum amounts:**

- \$1 million per occurrence
- \$3 million per calendar year

- **Policy limits summary** with:

- Per-occurrence limit
- Annual aggregate limit
- Effective date – **expiration date** will be acceptable

Note: *General liability coverage **will not** satisfy this requirement*



Application requirements

- **General liability** or **comprehensive public liability insurance**, including:
 - Coverage for **accidents** or **other incidents** that:
 - **Cause injury** to any person or property
 - Occur **on or about the premises** of the clinic
 - **Minimum amounts:**
 - **\$200,000** per person, per occurrence
 - **\$600,000** per occurrence, per calendar year



Networks



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Networks review

Contracts cover multiple lines of business

- Preferred Payment Plan (PPP)
- True Blue PPO (preferred provider organization)
 - Exchange business – Health Advantage & Octave Blue Cross and Blue Shield
- Health Advantage **HMO** (health maintenance organization)
- Arkansas Blue Medicare **PFFS** (Private fee-for-service)
- Arkansas Blue Medicare **HMO USABLE**
- Arkansas Blue Medicare **PPO USABLE**
- Arkansas Blue Medicare **Classic HMO**



Medicare Advantage

www.cms.gov/files/document/mln1986542-medicare-mental-health-coverage.pdf


Eligible Professionals

The tables below list the coverage requirements for behavioral health services and the Medicare Physician Fee Schedule (PFS) payment amount that physicians and these practitioners are eligible to bill and be paid under the Medicare Part B Program:


- Physicians (Medical Doctors (MDs) and Doctors of Osteopathy (DOs)), particularly Psychiatrists
- Clinical Psychologists (CPs)
- Clinical Social Workers (CSWs)
- Clinical Nurse Specialists (CNSs)
- Nurse Practitioners (NPs)
- Physician Assistants (PAs)
- Certified Nurse-Midwives (CNMs)
- Independently Practicing Psychologists (IPPs)
- Certified Registered Nurse Anesthetists (CRNAs) (supervision of diagnostic psychological and neuropsychological tests)
- Marriage and Family Therapists (MFTs)
- Mental Health Counselors (MHCs)




Medicare Advantage card examples


Arkansas Blue MEDICARE  BlueMedicare Value (PFFS)


Enrollee Name XXXXX XXXXXX	Plan H4213_016
Enrollee ID XCXFXXXXXXXX	
Issuer XXXXXXXXXXX	
Group Number: 14213	Issued: 08/2022




Arkansas Blue MEDICARE  BlueMedicare Saver Choice (PPO)

Enrollee Name Sam Sample	Plan H3554_002
Enrollee ID MCMAB102XXXX	Rx Bin 016895
Issuer 8084023554	Rx PCN PPOAR2
	Rx Group ARPARTD
Group Number: 23554	Issued: 08/2022





Arkansas Blue MEDICARE  BlueMedicare Freedom Giveback (PPO)

Enrollee Name XXXXX XXXXXX	Plan H3554_011
Enrollee ID MCMFXXXXXXXX	
Issuer 8XXXXXXXXXX	
Group Number: 113554	Issued: 10/2022


Arkansas Blue MEDICARE  BlueMedicare Premier (HMO)


Enrollee Name XXXXX XXXXXX	Plan H6158_001
Enrollee ID PBHF1XXXXXXXX	Rx Bin 016895
Issuer 8XXXXXXXXXX	Rx PCN HMOAR2
	Rx Group ARPARTD
Group Number: 16158	Issued: 08/2022




Arkansas Blue MEDICARE  BlueMedicare Independence (HMO)

Enrollee Name XXXXX XXXXXX	Plan H6158_003
Enrollee ID PBHABXXXXXXXX	Rx Bin 016895
Issuer 8XXXXXXXXXX	Rx PCN HMOAR2
	Rx Group ARPARTD
Group Number: 36158	Issued: 10/2022




Arkansas Blue MEDICARE  BlueMedicare Classic (HMO)

Enrollee Name FIRST LAST	Plan H0000_004
Enrollee ID XCSE00000000	Rx Bin 016895
Issuer 8084019699	Rx PCN HMOAR
	Rx Group ARPARTD
Group Number: 10000	Issued: 02/2023



Network summary (lines of business)

Preferred Payment Plan (PPP)	True Blue PPO	Health Advantage HMO	Arkansas Blue Medicare
<div data-bbox="173 444 621 672">  <p>Arkansas BlueCross BlueShield</p> </div> <div data-bbox="173 696 621 953"> <p>BlueCard</p>  </div>	<div data-bbox="749 444 1258 496"> <p>Arkansas Blue Cross PPO</p> </div> <div data-bbox="749 525 1258 578"> <p>BlueCard PPO</p> </div> <div data-bbox="749 606 1258 739"> <p>BlueAdvantage Administrators of Arkansas (most self-funded plans Ex: Wal-Mart and J.B. Hunt)</p> </div> <div data-bbox="749 768 1258 853"> <p>Access Only</p> </div> <div data-bbox="749 896 1258 1011"> <p>FEP <i>(behavioral health through Lucet)</i></p> </div> <div data-bbox="749 1046 1258 1175"> <p>Exchange business (Health Advantage & Octave Blue Cross and Blue Shield)</p> </div>	<div data-bbox="1317 444 1837 496"> <p>Commercial business</p> </div> <div data-bbox="1317 596 1837 649"> <p>Metallic groups</p> </div> <div data-bbox="1317 749 1837 839"> <p>Arkansas Blue Cross employees</p> </div> <div data-bbox="1317 939 1837 1110"> <p>Arkansas State & Public School Employees (ASE/PSE) Arkansas State Police</p> </div>	<div data-bbox="1895 444 2423 582"> <p>Private Fee-for-Service (statewide network)</p> </div> <div data-bbox="1895 618 2423 753"> <p>PPO (select networks)</p> </div> <div data-bbox="1895 789 2423 925"> <p>HMO (selected counties)</p> </div> <div data-bbox="1895 975 2423 1110"> <p>*Classic HMO</p> </div>

Billing in Availability



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Enrolling to submit claims

- **Clearinghouse** – Claims can be submitted **through your clearinghouse** to Availity (claim type 837p)
- **Availity** – To **submit claims, verify eligibility** and perform **other functions** related to Arkansas Blue Cross in **Availity Essentials Portal** (via Direct Data Entry), Availity **enrollment** is required (www.availity.com/arkansasbluecross)
- **Availity Client Services**
 - Call **800-282-4548** for any questions or assistance with enrollment



What is Availity?

- **Availity** –Arkansas Blue Cross **electronic gateway** or **EDI** (electronic data interchange)
- **Availity Essentials Portal** – the online **provider portal** allowing providers to connect with Arkansas Blue Cross for the following:
 - **Eligibility** and **benefits**
 - Direct **Data Entry**
 - Claim **corrections**
 - Claim **status**
 - **Fee schedule** review
 - **Remittance advice** access
 - **Message** the Payer
 - **Availity Learning Center**



Availity training

- Once you have **registered** and **logged into** the Availity portal, there is **training specific to Arkansas Blue Cross**
 - This is *essential* to your success in **billing** and **all the other services** listed previously



How do I learn to use Availity?

- **Availity Learning Center** – free on-demand and live training
 - Log in and select **Help & Training** to search for demos
 - To search for **Arkansas Blue Cross-specific training**, type the word **Arkansas** in the search field (**upper right corner** of the training catalog) to access topics like:
 - Availity Introduction
 - Administrator Training
 - EDI Reports
 - Claim Submission
 - **Availity training** is highly recommended prior to using Availity Essentials Portal
- **Availity support**
 - In the **Help & Training** menu, select **Availity Support**
 - Select **Contact Support** or call Availity at **800-282-4548**



Eligibility verification in Availity

- **Mental Health Visit – Office:**
 - Service Type Psychotherapy – A6

Service Information

* As of Date 

08/06/2024

* Benefit / Service Type 

Psychotherapy - A6



clear

Eligibility verification in Availity

▪ Mental Health Visit – Office:

▼ Psychiatric - Outpatient - A8					
Information / Details	Co-Insurance	Co-Payment	Benefit Deductible ?	Limitations ?	Authorization ?
<p>Network Not Applicable</p> <ul style="list-style-type: none"> FOR MH OFFICE VISIT BENEFIT, SEE SERVICE TYPE PSYCHOTHERAPY. 	—	\$0 / Visit(s)	Refer to: Health Benefit Plan Coverage	—	—
▼ Psychotherapy - A6					
Information / Details	Co-Insurance	Co-Payment	Benefit Deductible ?	Limitations ?	Authorization ?
<p>In Network</p> <ul style="list-style-type: none"> FOR NON-EVAL-INTERVIEW CODES, SEE SERVICE TYPE MENTAL HEALTH PROVIDER OUTPATIENT. 	—	\$0 / Visit(s)	Refer to: Health Benefit Plan Coverage	—	—

Eligibility verification in Availity

- **Mental Health Visit – Facility:**

Service Information

* As of Date 

08/06/2024

* Benefit / Service Type 

Residential Psychiatric Treatment - RT



clear

Eligibility verification in Availity

▪ Mental Health Visit – Facility:

Benefit Information Expand

▼ Residential Psychiatric Treatment - RT Auth Info Available

Information / Details	Co-Insurance	Co-Payment	Benefit Deductible [?]	Limitations [?]	Authorization [?]
Network Not Applicable	—	\$0 / Visit(s)	Refer to: Health Benefit Plan Coverage	—	Auth Required
Network Not Applicable Name: LUCET HEALTH Category: Limitations Type: Utilization Management Organization Contact Information P: 877-801-1159	—	—	Refer to: Health Benefit Plan Coverage		Auth Required
Network Not Applicable	—	—	Refer to: Health Benefit Plan Coverage	60 Day(s) / 1 Service Year(s) 60 Day(s) Remaining	Auth Required
In Network	20% / Service Year(s)	—	Refer to: Health Benefit Plan Coverage	—	Auth Required

Reimbursement guidelines



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Reimbursement guidelines

- **LCSW – LMFT – LPC – APRN – PA -ABA**
 - **PPP** – **75%** of the Arkansas Blue Cross fee schedule
 - **True Blue PPO** – **75%** of the Arkansas Blue Cross fee schedule
 - **Exchange/Metallic** – **68%** of the Arkansas Blue Cross fee schedule (Octave Blue Cross and Blue Shield)
 - **Heath Advantage** – **75%** of the Arkansas Blue Cross fee schedule
 - **Arkansas Blue Medicare*** – Traditional Medicare pricing



Reimbursement guidelines

▪ Psychiatrists & psychologists

- **PPP** – 100% of the Arkansas Blue Cross fee schedule
- **True Blue PPO**
 - 100% of allowable **E&M codes**
 - 90% all other allowable codes of the Arkansas Blue Cross fee schedule
- **Exchange/Metallic** (Octave Blue Cross and Blue Shield)
 - 90% allowable **E&M codes**
 - 68% all other allowable codes of the Arkansas Blue Cross fee schedule
- **Health Advantage**
 - 100% of allowable **E&M codes**
 - 90% all other allowable codes of the Arkansas Blue Cross fee schedule
- **Arkansas Blue Medicare** – Traditional Medicare pricing



Disclaimer

- The following slides are subject to **coverage policy changes** and **updates**
- **CPT code changes** that occur **yearly** will be updated as soon as possible



Reimbursable codes for LCSWs

90785	90853	96160	99404	99492	G0323
90791	92597	96161	99406	99493	Q3014
90832	96110	99199	99407	99494	S9127
90834	96116	99354	99408	99495	S9140
90837	96121	99355	99409	99496	S9452
90839	96125	99367	99411	G0017	
90840	96127	99368	99412	G0108	
90846	96156	99401	99415	G0109	
90847	96158	99402	99416	G0018	
90849	96159	99403	99484	G0155	

Reimbursable codes for LMFTs

90791	96160	99411
90832	96161	99412
90834	99401	99484
90837	99402	99495
90839	99403	99496
90846	99404	G0017
90847	99406	G0018
90853	99407	
96110	99408	
96127	99409	

Reimbursable codes for LPEs

90785	90853	96113	96137	99355	99412
90791	90885	96116	96138	99401	99415
90832	90887	96121	96139	99402	99416
90834	90889	96125	96146	99403	G0017
90837	90899	96127	96156	99404	G0018
90839	96020	96130	96158	99406	G0018
90840	96040	96131	96159	99408	G0108
90846	96105	96132	96160	99409	G0109
90847	96110	96133	96161	99407	S9140
90849	96112	96136	99354	99411	S9452

Reimbursable codes for LPCs

90785	90853	96158	99406	99493
90791	90885	96159	99407	99494
90832	90887	96160	99408	99495
90834	90889	96161	99409	99496
90837	96040	99354	99411	G0017
90839	96110	99355	99412	G0018
90840	96112	99401	99415	G0155
90846	96113	99402	99416	G0323
90847	96127	99403	99484	Q3014
90849	96156	99404	99492	

Reimbursable codes for behavioral analysts

CPT codes	CPT codes	Covered diagnosis codes
0362T	97154	F84.0
0373T	97155	F84.3
97150	97156	F84.5
97151	97157	F84.8
97152	97158	F84.9
97153		

Reimbursable codes for psychologists

90785	90853	96113	96137	96165	99406	G0018	S9482
90791	90885	96116	96138	99199	99407	G0108	S9484
90832	90887	96121	96139	99354	99408	G0109	S9485
90834	90889	96125	96146	99355	99409	G0323	
90837	90899	96127	96156	99367	99411	G0409	
90839	96020	96130	96158	99368	99412	G0410	
90840	96040	96131	96159	99402	99415	G0411	
90846	96105	96132	96160	99403	99416	S9140	
90847	96110	96133	96161	99401	99484	S9452	
90849	96112	96136	96164	99404	G0017	S9480	

APRN/CNP/PA mental health covered codes

- Refer to the **coverage policy** for **APRNs/CNPs/PAs**
 - secure.arkansasbluecross.com/members/report.aspx?policyNumber=2008010
 - secure.arkansasbluecross.com/members/report.aspx?policyNumber=2008013
 - secure.arkansasbluecross.com/members/report.aspx?policyNumber=2008014
 - secure.arkansasbluecross.com/members/report.aspx?policyNumber=2008015



APRN/CNP mental health covered codes

■ CPT-90863

(Pharmacologic management, with medical evaluation and management services – PPUR edit [U5783](#))

- Providers must meet the **following qualifications** to receive reimbursement
 - **Collaborative agreement** and **Quality Assurance Plan** with one or more participating **psychiatrists**
 - **Note: Not required** for providers who hold a **certificate of full independent practice** from the **Arkansas State Board of Nursing**
 - Board-certification by the **American Nursing Credentialing Center (ANCC)** in at least one of the following specialties:
 - [Adult Psychiatric & Mental Health NP](#)
 - [Family Psych & Mental Health NP](#)
 - [Adult Psychiatric & Mental Health CNS](#)
 - [Child Adolescent Psych & Mental Health CNS](#)
 - Applicants who are **not board-certified** in one of those specialties may be considered if they meet the ANCC's **PMHNP-BC** or **PMHCNS-BC** eligibility criteria



APRN/CNP mental health covered codes

- Reimbursement for **the following codes** is **permitted** for mental health providers who:
 - Meet **requirements for CPT – 90863** *and* have **either**:
 - **2 years+** of relevant **post-master's-degree** clinical experience
 - **5 years+** of psychiatric nursing experience and are **enrolled** in a **master's-level** educational program
 - CPT – 90791 (Psychiatric diagnostic evaluation)
 - CPT – 90792 (Psychiatric diagnostic evaluation with medical services)
 - CPT – 90832 (Psychotherapy, 30 minutes with patient and/or family member)
 - CPT – 90833 (Psychotherapy, 30 minutes with patient and/or family member when performed with an evaluation and management service)
 - CPT – 90834 (Psychotherapy, 45 minutes with patient and/or family member)
 - CPT – 90836 (Psychotherapy, 45 minutes with patient and/or family member when performed with an evaluation and management service)
 - CPT – 90837 (Psychotherapy, 60 minutes with patient and/or family member)
 - CPT – 90838 (Psychotherapy, 60 minutes with patient and/or family member when performed with an evaluation and management service)
 - CPT – 90839 (Psychotherapy for crisis; first 60 minutes)



Tips for success



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Claim-filing tips

- **Place of service: 11** for **Clinic**
- **Rendering provider:** Individually **contracted** providers should use their **NPI** when rendering services
- **“Pay-to” or billing provider:** Should be **Clinic/Group NPI** (this is the NPI the claim will be **paid** to)



Telehealth

- Please refer to the **telehealth policy** for **telehealth billing**
 - secure.arkansasbluecross.com/members/report.aspx?policyNumber=2015034
- **Place of Service 02 or 10** must be used
- **Modifier GT or 95** must be used by the distant sight healthcare provider



Correcting a denied claim

- A **corrected claim** may only be submitted when a claim is **denied** on a **remittance advice** (**does not** pertain to rejections in **Availity**)
- Choose **claim frequency type 7** to submit a **correction** to a denied claim
 - You will need the **original claim number (ICN)** from the **remittance advice (RA)**
- **Detailed instructions** are available in **Availity Direct Data Entry training**
 - Alternatively, you can submit a corrected claim **through your clearinghouse**, using **claim frequency type 7**



Who to call for help?

- **Availity questions** – Call **800-AVAILITY** (800-282-4548)
- **Claims inquiries** – contact **Availity** or **customer service**
- **Enrollment questions/application requests** – please contact the **NDR support staff**
- **Arkansas Blue Cross questions** – Call/email the **mental health NDR** with reference numbers for unresolved issues



Network development representatives

Northwest Region + West Central Region

NDR: Dawn Roberts – (479) 527-2359
diroberts@arkbluecross.com

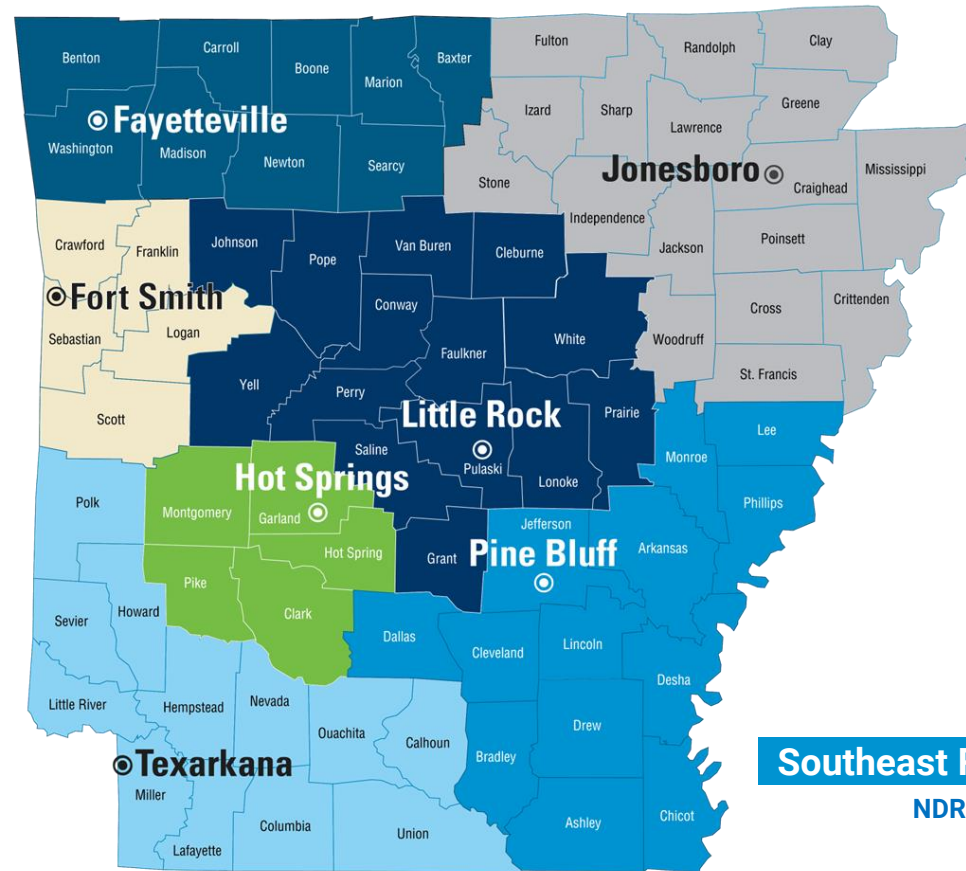
Support staff:
Kim Carpenter – (479) 527-2389
kacarpenter@arkbluecross.com

Sheila Tally – (479) 527-2320
sltally@arkbluecross.com

Southwest Region + South Central Region

NDR: Renay Turner – (870) 779-9109
prturner@arkbluecross.com

Support staff: Diana Wolfe – (501) 620-2644
dlwolfe@arkbluecross.com



Northeast Region

NDR: Alison Morrison – (870) 974-5740
apmorrison@arkbluecross.com

Support staff: Pam Moore – (870) 974-5754
providerrelationsNE@arkbluecross.com

Central Region

NDR: Tina Baggett – (501) 378-3036
trbaggett@arkbluecross.com

Counties: Cleburne, Pope, Pulaski, Johnson and White

NDR: Joaly Velasquez – (501) 378-3049
jmvelasquez@arkbluecross.com

Counties: Faulkner, Lonoke, Prairie, Pulaski* and Saline

NDR: Sean Wilson – (501) 393-0520
ldwilson@arkbluecross.com

Counties: Conway, Grant, Perry, Pulaski* and Yell

Support staff:

Maya McCleary – (501) 378-3035

centralregionnetworkmanagement@arkbluecross.com

Southeast Region + all behavioral health

NDR: Jason Aud – (870) 543-2945 / jsaud@arkbluecross.com

Support staff: Bambi Wilson – (870) 543-2910
SEarkproviders@arkbluecross.com

Facilities



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Residential treatment centers including IOP/PHP

- Must have **Commission on Accreditation of Rehabilitation Facilities (CARF)** or **Joint Commission (JCAHO)** certification
 - Certification will determine if you are approved for **detox, residential, IOP or PHP**
- **State of Arkansas licensed** facility
- **Detox** and **Residential** contract will read **“Residential treatment center”**
 - If Detox approved separate rates will be in the addendum portion of the contract
- **IOP/PHP** contract will read **“Behavioral health/substance abuse facility”**
 - Benefits are included in **RTC benefits**



Residential treatment centers including IOP/PHP

- **Detox inpatient claims use bill type 11X**
 - Revenue code **126**
- **RTC inpatient claims use bill type with 86X**
 - Revenue codes **1001** or **1002**
 - No **additional** allowance for professional services
- **Outpatient claims IOP/PHP**
 - Bill type **13X**
 - Revenue codes **0905, 0906, 0912, 0913 & 0915**
 - HCPCS codes **S0201** for **PHP**
 - HCPCS code **S9480** for **IOP**



Inpatient hospitals/freestanding facilities

- **Inpatient behavioral health** embedded in acute-care hospitals must bill under the **hospital's NPI**
- **Freestanding mental health hospitals** may require a **separate NPI number for RTCs**



Resources



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Network Development Representatives and support staff

Northwest Region

+ West Central Region

NDR: Dawn Roberts – (479) 527-2359
d Roberts@arkbluecross.com

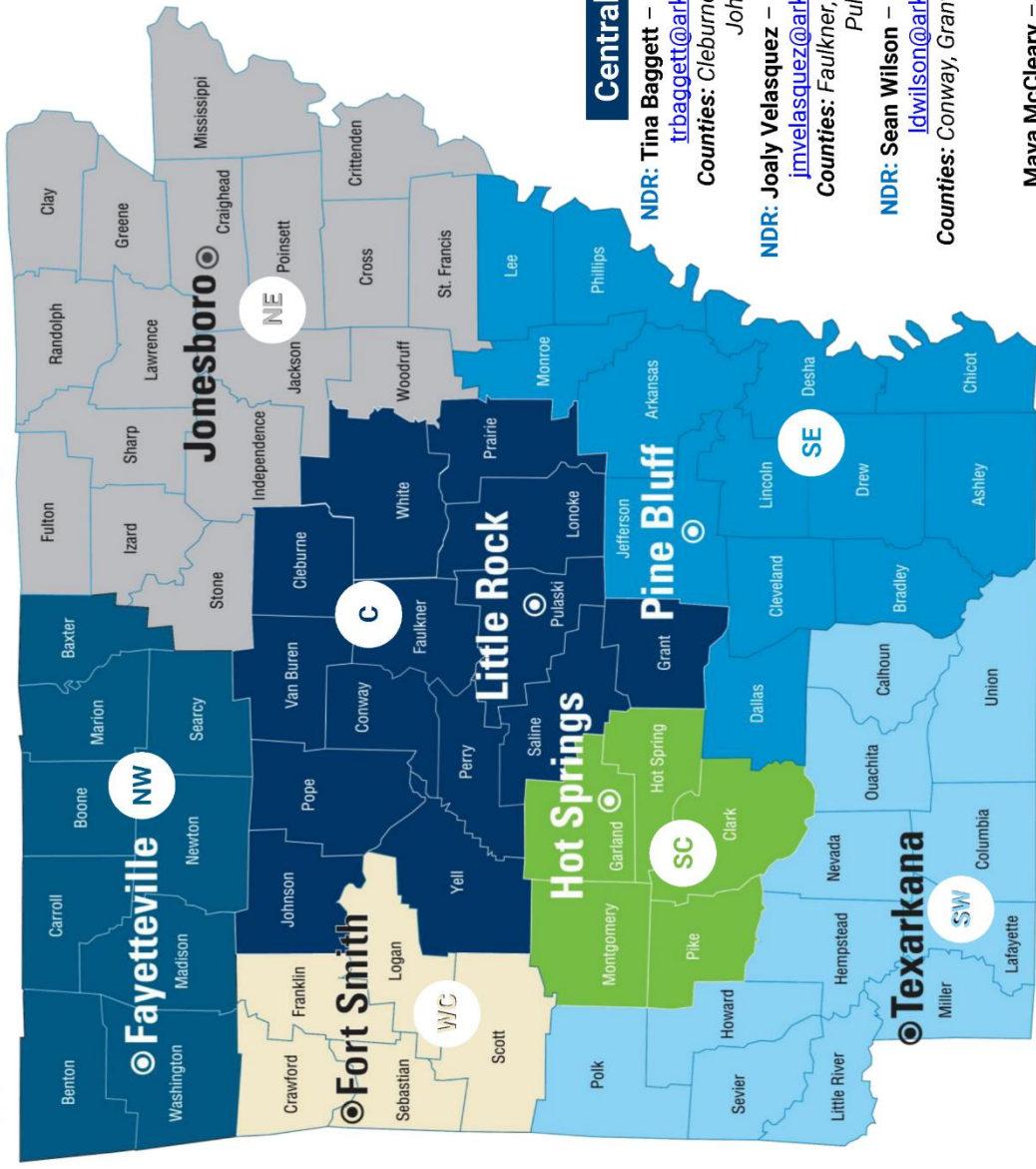
Support staff:
Kim Carpenter – (479) 527-2389
k Carpenter@arkbluecross.com

Sheila Tally – (479) 527-2320
s tally@arkbluecross.com

Northwest Region

NDR: Alison Morrison – (870) 974-5740
am Morrison@arkbluecross.com

Support staff:
Pam Moore – (870) 974-5754
providerrelationsNE@arkbluecross.com



Central Region

NDR: Tina Baggett – (501) 378-3036
t baggett@arkbluecross.com
Counties: Cleburne, Pope, Pulaski, Johnson and White

NDR: Joaly Velasquez – (501) 378-3049
j velasquez@arkbluecross.com
Counties: Faulkner, Lonoke, Prairie, Pulaski* and Saline

NDR: Sean Wilson – (501) 393-0520
sd Wilson@arkbluecross.com
Counties: Conway, Grant, Perry, Pulaski* and Yell

Support staff:
Maya McCleary – (501) 378-3035
centerregionnetworkmanagement@arkbluecross.com

Southwest Region

+ South Central Region

NDR: Renay Turner – (870) 779-9109
r Turner@arkbluecross.com
Support staff: Diana Wolfe – (501) 620-2644
d wolf@arkbluecross.com

Southeast Region

Behavioral health rep for all regions

NDR: Jason Aud – (870) 543-2945
j aud@arkbluecross.com

Support staff: Bambi Wilson – (870) 543-2910
SEarkproviders@arkbluecross.com

Arkansas Blue Cross - Provider Support & Assistance

Health Information/EDI Services	855-822-2446	edi@arkbluecross.com
AIM Speciality Health / now, Carelon	866-688-1449	www.carelonhealth.com
Arkansas Blue Cross and Blue Shield, Little Rock	(501) 378-2010 or 800-238-8379	CustomerServiceABCBS@arkbluecross.com
Arkansas Blue Cross and Blue Shield Medi-Pak Medicare Supplement	(501) 378-3062 or 800-338-2312	CustomerServiceABCBS@arkbluecross.com
Arkansas Blue Medicare Member Services	877-233-7022	
Arkansas Blue Medicare Provider Services	800-287-4188 Fax (501) 301-1935	
Arkansas State/School Employees (ASE/PSE)	(501) 378-2364 or 800-482-8416	CustomerServiceASE@arkbluecross.com CustomerServicePSE@arkbluecross.com
Arkansas State/School Employees (ASE/PSE) – Prior Authorization	800-482-8416 Fax (501) 378-6647	CustomerServiceASE@arkbluecross.com CustomerServicePSE@arkbluecross.com
Availity	800-282-4548	https://www.availity.com/arkansasbluecross
Blue Advantage Administrators of Arkansas	(501) 378-3600 or (502) 872-2531	
Blue Card Program (Claim Status)	800-880-0918	CustomerServiceBlueCardABCBS@arkbluecross.com
Blue Card (Eligibility)	800-676-BLUE (2583)	CustomerServiceBlueCardABCBS@arkbluecross.com
CPC+/PCF/PCMH Customer Service Questions about clinic reports	(501) 378-2370	primarycare@arkbluecross.com
CVS Caremark	877-433-2973	www.caremark.com
Enterprise Quality Risk Management (EQRM)		EQRMTeam@arkbluecross.com
Exchange/Marketplace Customer Service	800-800-4298	ExchangeCustomerService@arkbluecross.com
Federal Employee Program (FEP)	(501) 378-2531 or 800-482-6655	CustomerServiceFEP@arkbluecross.com
HEDIS		egmteam@arkbluecross.com
Health Advantage	(501) 378-2363 or 800-843-1329	CustomerServiceHA@healthadvantage-hmo.com
Magellan Rx (Rx Management for FEP)	800-443-5709	
National Provider Identifier Assistance	800-465-3203	https://npiregistry.cms.hhs.gov/
New Directions / now, Lucet Health	877-801-1159	www.lucethealth.com
Personal Health Records and E-Prescribing	(501) 378-3253	personalhealthrecord@arkbluecross.com
Pharmacy Helpline	(501) 378-3392 or 800-863-5561	managedpharmacy@arkbluecross.com
Provider Network Operations (Provider Enrollment/Credentialing)	(501) 210-7050	providernetwork@arkbluecross.com
Provider Reimbursement		providerreimbursement@arkbluecross.com
Tyson (Customer Service)	800-452-6199	TysonServiceTeambueadvclms@arkbluecross.com
Walmart (Customer Service)	866-823-3790	WalmartServiceTeam-blueadvclms@arkbluecross.com

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