

STAY CONNECTED - INDIVIDUAL SALES

AGENT & PROSPECT CUSTOMER SERVICE SUPPORT

CALL: 800-844-9065 | FAX: 501-399-3920 | EMAIL: AGENTMARKETINGSUPPORT@ARKBLUECROSS.COM

- Questions regarding the information you see on your status report
- Questions about the status of an application in underwriting
- Corrections or additions to pending Medi-Pak or Under-65 applications
- Agent of Record (AOR) requests
- Blueprint for Agents password resets
- Effective date changes

INDIVIDUAL AGENT SALES - PRODUCT REPRESENTATIVES:

- **Tammy Blenden:** 501-993-8994 | tiblenden@arkbluecross.com
- **Louann Gardner:** 501-352-0169 | lfgardner@arkbluecross.com
- **Allan Hudson:** 501-733-8242 | dahudson@arkbluecross.com
- **Samantha Skyrme:** 501-590-9327 | saskyrme@arkbluecross.com
- **Matthew Creasman, Manager:** 501-247-6126 | mdcreasman@arkbluecross.com

ACA ON-EXCHANGE MEDICAL, ACA OFF-EXCHANGE MEDICAL & ARHOME

CALL ON- AND OFF-EXCHANGE CUSTOMER SERVICE: 800-800-4298

- Billing issues
- New member kits/ID card issues
- Claims

ELIGIBILITY & CANCELLATIONS

- For On-Exchange eligibility issues, you must call the Marketplace at **800-318-2596**.
- For ARHOME issues, you must contact the state.
- For Off-Exchange cancellations, fax 501-378-2435 or email eescancellation@arkbluecross.com

MEDICARE ADVANTAGE

AGENT CUSTOMER SERVICE LINE:

- 844-915-0239

MEMBER CUSTOMER SERVICE NUMBERS:

- Arkansas Blue Medicare HMO (H6158) **844-463-1088**
- Arkansas Blue Medicare PPO (H3554) **844-201-4934**
- Health Advantage HMO (H9699) **877-349-9335**
- Arkansas Blue Medicare PFFS (H4213) **877-233-7022**
- Arkansas Blue Medicare PDP (S5795) **866-390-3369**

MEDI-PAK MEDICARE SUPPLEMENT, DENTAL AND ALL OTHER PRODUCTS

CALL CUSTOMER SERVICE: 800-238-8379 FOR HELP WITH:

- Claims, billing issues, bank draft issues and new member kits

DENTAL:

- For dental claims issues, call 888-223-4999

HEARING:

- For hearing claim issues, call 833-750-5899

For all cancellations, fax **501-378-2585** or email cancellations@arkbluecross.com

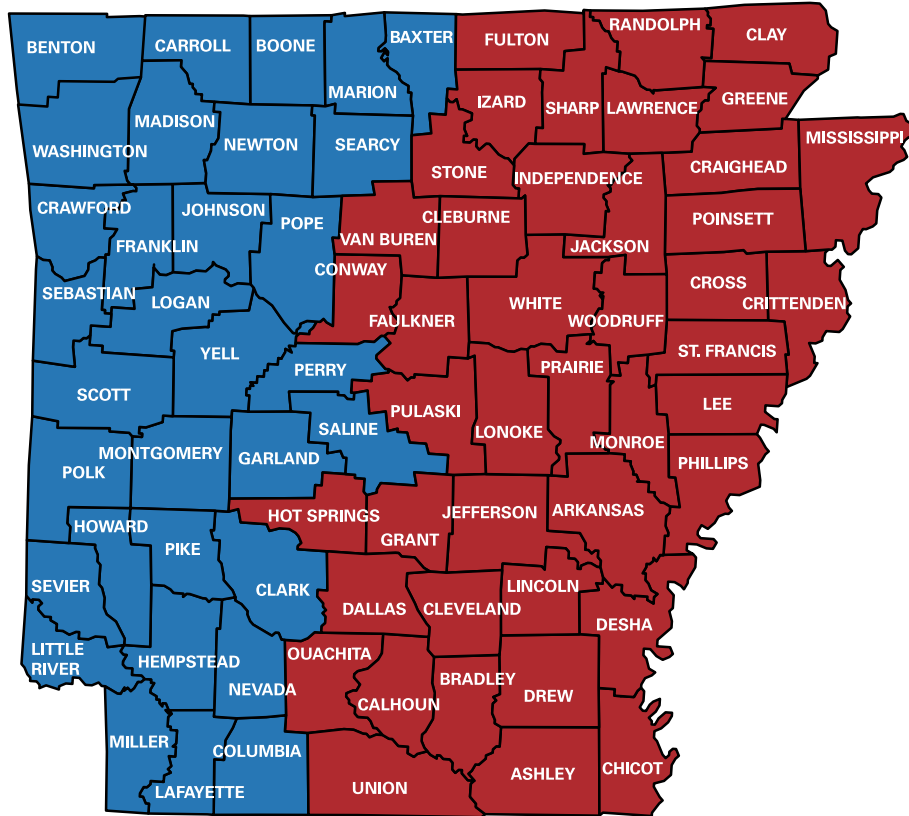
COMMISSIONS FOR INDEPENDENT AGENTS

Pam Pedigo: 501-378-2584 | commissionsinquiries@arkbluecross.com

LICENSING/APPOINTMENTS

LicenseInquiries@arkbluecross.com

AGENT REP COUNTY BREAKDOWN



David Dundee
Lead Executive Individual Products



Matthew Creasman
Individual Agent Sales Manager



Louann Gardner
WEST
Roulston Insurance Agency



Tammy Blenden
EAST



Allan Hudson
Acrisure LLC, Farm Bureau And NIBC Statewide



Samantha Skyrme
Medicare Sales Consultant



Sabrina Feemster
Marketing Coordinator