

STAY CONNECTED

U65 MEDICAL, DENTAL, VISION, ANCILLARY, MEDI-PAK SUPPLEMENT, ARKANSAS BLUE MEDICARE

AGENT AND PROSPECT CUSTOMER SERVICE

800-844-9065 • FAX: 501-399-3920 • 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

PRODUCT REPRESENTATIVES

LOUANN GARDNER

501-352-0169

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TAMMY BLENDE

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SAMANTHA SKYRME

Manager

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saskyrme@arkbluecross.com

ON-EXCHANGE, OFF-EXCHANGE AND ARHOME

ON-EXCHANGE MEDICAL CUSTOMER SERVICE: 800-800-4298

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

Important Note:

For On-Exchange eligibility issues, you must contact the Marketplace at **800-318-2596**.

For ARHOME issues, you must contact the state.

OFF-EXCHANGE MEDICAL PLANS CUSTOMER SERVICE: 800-800-4298

- All questions, including eligibility issues

For all cancellations, fax **501-378-2435** or email eescancellation@arkbluecross.com

MEDICARE ADVANTAGE

AGENT CUSTOMER SERVICE LINE:

- 844-915-0239

MEDICARE 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

CUSTOMER SERVICE (all other products, including On- and Off-Exchange dental and non-ACA U65 medical business)

- 800-238-8379
- Claims
- Billing issues
- Bank draft issues
- 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

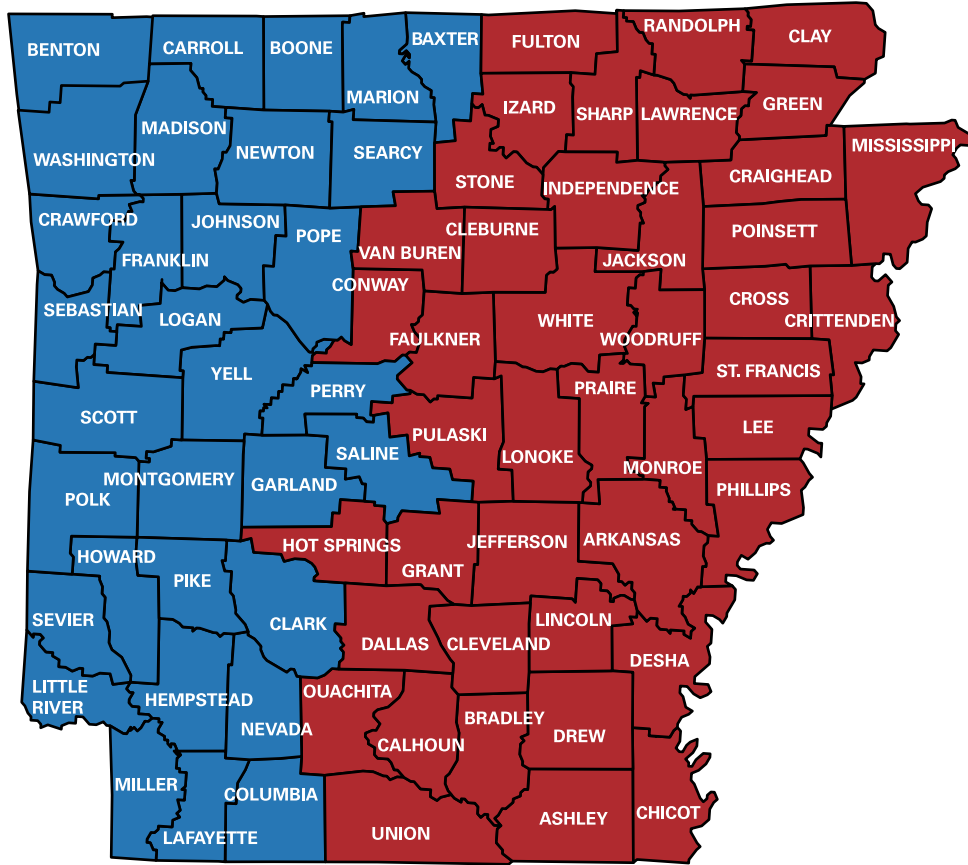
commissionsinquiries@arkbluecross.com

LICENSING/APPOINTMENTS

LicenseInquiries@arkbluecross.com

COUNTY BREAKDOWN

BY AGENT REPRESENTATIVE



Samantha Skyrme
Manager Agent Marketing



Louann Gardner
WEST
Roulston Insurance Agency



Tammy Blenden
EAST



Allan Hudson
Acisire LLC, Farm Bureau
And NIBC Statewide



Sabrina Feemster
Marketing Coordinator