

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:

- **Sabrina Feemster** (East): 501-786-1099 | srfeemster@arkbluecross.com
- **Candice Holt** (West): 501-944-0047 | cnholt@arkbluecross.com
- **Allan Hudson** (Statewide, see page 2 for agency listings): 501-733-8242 | dahudson@arkbluecross.com
- **Dana Gagen**, Sales Operations Analyst: 501-378-6659 | djgagen@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

HEALTHSHERPA HELP DESK

- 888-684-1373
- agent_support@healthsherpa.com

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

MA & PDP MEMBER CUSTOMER SERVICE LINE:

- 844-463-1088

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

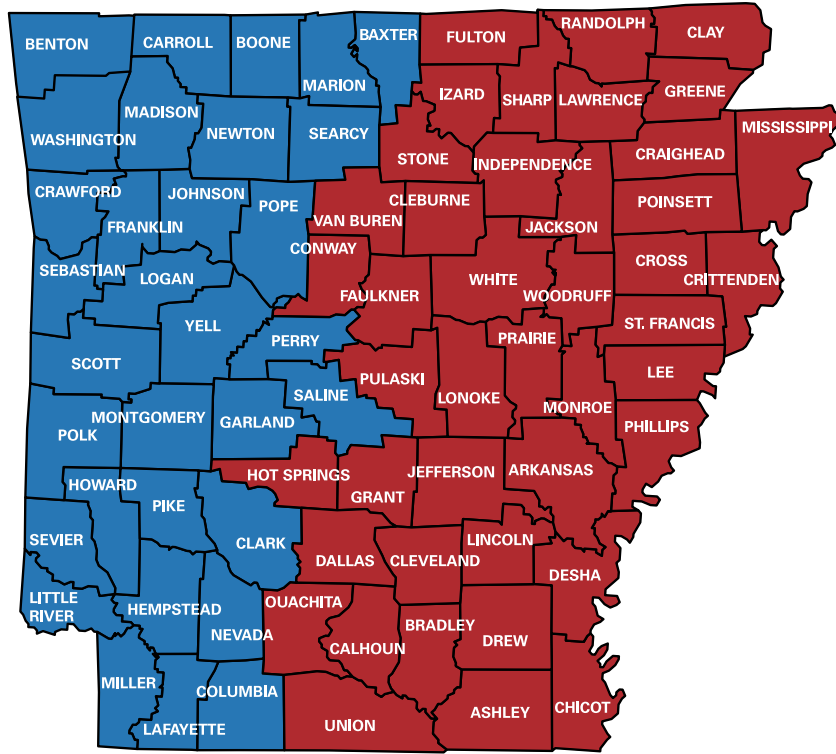
Pam Yarberry: 501-294-2503

commissionsinquiries@arkbluecross.com

LICENSING/APPOINTMENTS

LicenseInquiries@arkbluecross.com

AGENT REP COUNTY BREAKDOWN



Matthew Creasman
 Individual Agent Sales
 Manager



Candice Holt
 WEST



Sabrina Feemster
 EAST



Allan Hudson
 Statewide: Acisure LLC,
 Farm Bureau, NIBC and
 Roulston Insurance Agency



Dana Gagen
 Sales Operations Analyst