

Arkansas Blue Cross - Provider Support & Assistance

Health Information/EDI Services	855-822-2446	edi@arkbluecross.com
AIM Specialty Health / 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	CustomerServiceBAA@blueadvantagearkansas.com
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 (EQRМ)		EQRМTeam@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		eqmteam@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 / 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
Walmart (Customer Service)	866-823-3790	WalmartServiceTeam-blueadvclms@arkbluecross.com