



## ARMedicaid Insider: Volume 1, Issue 1, October 2016 Arkansas' Upgrade to a New MMIS

The Arkansas Department of Human Services is pleased to announce the delivery of a new Medicaid Management Information System (MMIS) **in mid-2017**. Arkansas Medicaid providers and beneficiaries rely on the MMIS for information pertaining to provider enrollment, beneficiary eligibility and claims processing. The new system will process payment for all *provider types* and all Medicaid claims *except* pharmacy point-of-sale *outpatient drug* claims which will continue to be processed by Magellan. It will also process enrollment and reenrollment for all provider types with the exception of nursing home providers who will continue to enroll through the Office of Long Term Care (OLTC).

The new MMIS brings cutting edge technology to DHS, Arkansas Medicaid providers and beneficiaries.

---

**What's new for you?** The new system will provide Arkansas Medicaid providers with a heightened level of service and interactivity through the new *Healthcare Portal*.

The *Healthcare Portal* features:

- New *online provider enrollment* application including *electronic documentation submission*
- Submit, view status, and adjust/void claims (including attachments)
- New *electronic Prior Authorization (PA) requests* and status checks
- New *electronic uploads of attachments* to claims and PAs
- View and *print Remittance Advices (RAs)*
- *Beneficiary eligibility VERIFICATION* and benefits in real time
- *Real time claims processing*



**What do you need to do now?** Be on the lookout! Watch for future *ARMedicaid Insider* issues, including project updates, training in your area and web portal registration. You should expect the next *ARMedicaid Insider* issue to arrive in December 2016.

**How can you keep on the front line of these developments?** HPE will keep you informed of the progress of the new system's development and delivery through mailings, RA messages, workshops, one on one visits, and with our new webpage, *FrontLine*. Simply click the *Front Line* link on the Arkansas Medicaid website ([www.medicaid.state.ar.us](http://www.medicaid.state.ar.us)). You will find FAQ's, links to all mailings about the provider portal, billing tips and benefits of the new MMIS. The *Front Line* webpage will keep you up-to-date!

**How can you find out what's next?** Through the *FrontLine* web page and mailers which will be sent directly to you. The success of the new MMIS depends on *your* satisfaction as an Arkansas Medicaid provider. Please watch your mail and the *Front Line* webpage for opportunities to learn about the new system. The more you know, the smoother the transition will be.