

Prime Therapeutics Management
Prior Authorization Call Center and Automated Voice Response System
On Behalf of Arkansas Medicaid

800-424-7895

<p>Speak ‘Member’ If you are a BENEFICIARY</p> <p>State one of the following options as a reason for your call: ‘PA Status’ ‘New Prior Authorization’ ‘Eligibility Status’ ‘Refill request’ ‘Denied prescription’ ‘Something else’</p> <p><i>When calling, please have the Member’s Medicaid ID, DOB, and Zip Code.</i></p>	<p>Speak ‘Prescriber’ If you are calling from a PRESCRIBER’S OFFICE</p> <p>State the Medicaid ID number.</p> <p>State one of the following options as a reason for your call: ‘Preferred Drug List’ ‘PA Status’ ‘New Prior Authorization’ ‘Eligibility Status’ ‘Refill request’ ‘Denied prescription’ ‘Web Support’ ‘Something else’</p> <p><i>When calling, please have the Prescriber’s Medicaid ID, Member’s Medicaid ID, and DOB.</i></p>	<p>Speak ‘Pharmacy’ If you are calling from a PHARMACY</p> <p>State the NPI number.</p> <p>State one of the following options as a reason for your call: ‘Preferred Drug List’ ‘Rejected Claim’ ‘Claim Inquiry’ ‘Web Support’ ‘Member Billing’ ‘PA Status’ ‘Something else’</p> <p><i>When calling, please have the Pharmacy’s NPI, Prescription Number, Member’s Medicaid ID, and DOB.</i></p>
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The Pharmacy Call Center is available from 8am to 5pm Monday through Friday, excluding state holidays. An after-hours voicemail option is available.