

Policy Update Notifications Going “Paperless” in 2016

Added 11/2/15

Effective January 1, 2016, Arkansas Medicaid will end paper mail-outs and begin electronic-only notifications of provider manual updates, official notices, notices of rule making and Remittance Advice messages. To be more fiscally and environmentally responsible, notifications will be sent by email, and access to these documents will be available here on the “What’s New for Arkansas Medicaid Providers” webpage.

A provider letter and form requesting an updated email address was recently mailed. Thank you if you have already responded. If you still need to update your business email address (a generic email address that more than one person can access), [complete the Provider Address Change Form \(DMS-673\) \(Word, new window\)](#) and submit it to the Provider Enrollment Unit by mail or fax.

Medicaid Provider Enrollment Unit
Hewlett Packard Enterprise
P.O. Box 8105
Little Rock, AR 72203-8105
Fax: (501) 374-0746

When providing your email address:

- Use a generic email address that more than one person can access (e.g., *xyzclinic@yahoo.com* instead of *janedoe@yahoo.com*). Email addresses often become outdated when an individual leaves a practice or clinic.
- You must notify the Division of Medical Services Medicaid Provider Enrollment Unit if any information changes.
- Make sure the email address will accept email from *hpe.com*. You may have to instruct your network administrator or email provider to accept emails from *hpe.com*. Arkansas Medicaid sends email in bulk and some email services block bulk email unless instructed otherwise.

If Internet access is not yet available in your area, please write “no access” in the email field of the Provider Address Change Form (DMS-673).