



# Provider Relations Outreach Specialist

## AFMC Service Center

AFMC provides an Arkansas Medicaid and Arkansas Works service center to assist beneficiaries with a variety of functions related to their health insurance coverages as well as Arkansas Medicaid and other stakeholders. Services include:

- Serving as the information hub for beneficiaries
- Directing callers where they need to go (dental unit, Magellan for prescriptions, etc.)
- Offering information on general eligibility requirements
- Verifying information regarding current benefits and effective date
- Ordering Medicaid cards
- Managing opt out requests (cancelling coverage)
- Editing demographic information (date of birth, address, etc.)
- Providing onsite Spanish representative for the Spanish-speaking Population

**Beneficiaries can call toll-free at 1-888-987-1200, option 3.**

**The AFMC Service Center's hours of operation are 8AM – 4:30PM Monday–Friday.**