



## Division of Medical Services

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Dear Medicaid Provider,

Your office is among a small group of providers that still uses Provider Electronic Solutions (PES) to submit claims for payment to Arkansas Medicaid. The PES technology is outdated and will soon be considered obsolete. **As of September 1, 2020, Arkansas Medicaid will no longer accept claims through PES.**

To make sure that you can continue to bill after September 1, 2020, you must transition to the Arkansas Medicaid HealthCare Provider Portal [here](#). We ask that you transition in the next few weeks so that we can ensure you can successfully submit claims using the provider portal. This is the best and easiest way to ensure that your business operations are not disrupted by PES being decommissioned.

Please understand that if you try to bill using PES on September 1, 2020 and after, your transaction will not be successful, and you will not get paid for those claims. To be paid for claims submitted after September 1, you must submit through the provider portal, or through another vendor or software that allows batch billing. Please note that the provider portal does not allow batch claim creation.

We are here to support you as you make this transition. You can find a “how to” guide for signing up for the provider portal [here](#). If you have questions or need assistance with billing using the portal, please contact the Provider Assistance Center at (800) 457-4454 (in-state, toll-free), or (501) 376-2211 (local and out-of-state).

Additional resources can be found below:

Registering on the HealthCare Provider Portal – Provider	<a href="#">MMIS JobAid_ProvPortalReg.pdf</a>
Search Payment History	<a href="#">MMIS JobAid_SearchPaymentHistory.pdf</a>
Submitting and Reviewing a Claim	<a href="#">MMIS JobAid_SubmittingReviewingClaim.pdf</a>
How to Check Claim Status	<a href="#">MMIS JobAid_CheckClaimStatus.pdf</a>

This portal has many helpful features for providers, including:

- Real time processing to immediately know if the claim is paid, denied, or suspended after submission.
- Ability to upload attachments against a claim if needed for payment.
- Ability to copy claims so each field doesn't have to be typed in for a new claim.
- Online editing to validate some information/required values prior to submission.

Thank you for transitioning to the Arkansas Medicaid HealthCare Provider Portal!