

STAY CONNECTED

Agent and Prospect Customer Service

1-800-844-9065 • Fax 501-399-3920 • agentmarketingsupport@arkbluecross.com

- Questions regarding the information you see on your status report
- Questions about the status of an application in underwriting
- Corrections or additions to pending Medi-Pak or Under-65 applications
- Agent of Record (AOR) requests
- Blueprint for Agents password resets
- Effective date changes

Product Representatives

Louann Gardner 501-378-7114 lfgardner@arkbluecross.com

Allan Hudson 501-396-4110 dahudson@arkbluecross.com

Samantha Skyrme 501-378-2950 saskyrme@arkbluecross.com

Tammy Blenden 501-378-2940 tiblenden@arkbluecross.com

Fax 501-399-3920

On-Exchange, Off-Exchange and Private Option

On-Exchange Medical Customer Service: 1-800-800-4298

- Billing issues
- New member kits/ID card issues
- Claims

Important Note: For On-Exchange eligibility issues, you must contact the Marketplace at 1-800-318-2596.

For Private Option issues, you must contact the state.

Off-Exchange Medical Plans Customer Service: 1-800-800-4298

- All questions, including eligibility issues

For all cancellations, fax 501-378-2435 or email eescancellation@arkbluecross.com

Medi-Pak Advantage and Medi-Pak Rx

Medi-Pak Advantage Customer Service:

- PFFS 1-877-233-7022
- HMO 1-877-349-9335

Medi-Pak Rx Customer Service: 1-866-390-3369

Medi-Pak Supplement, Dental, and All Other Products

Customer Service (all other products, including on- and off-exchange dental) 1-800-238-8379

- Claims issues
- Billing issues
- Reinstatement requests (See "Reinstatement Guidelines" under "Underwriting and Enrollment Guidelines" on Blueprint for Agents.)
- Cancellations (See "Forms" on Blueprint for Agents for Cancellation Requests)
- Delinquent/cancelled policies (including paying premiums over the telephone for delinquent policies)
- Rates for in-force policies (changing an existing policy when there is a surcharge)
- New member kits
- Draft issues (adding/changing/deleting bank draft information)

Dental: For dental claims issues, call 1-888-223-4999

For all cancellations, fax 501-378-2585 or email cancellations@arkbluecross.com

Blue to Blue Transfers 1-800-844-9065

Commissions for Independent Agents

Pam Kile

501-378-2942

commissionsinquiries@arkbluecross.com

Licensing/Appointments

Henry McRoberts

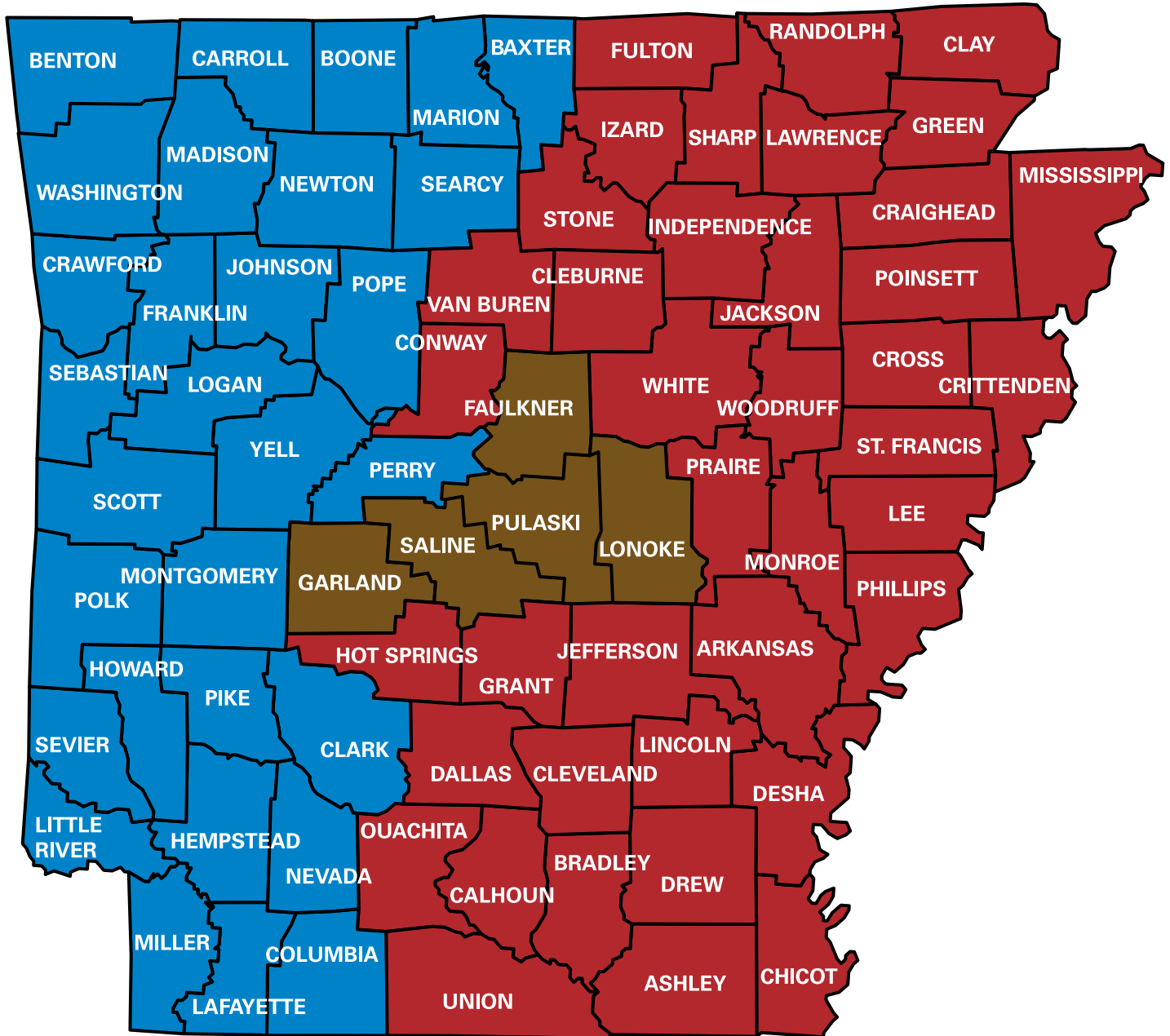
501-378-3681

hcmcroberts@arkbluecross.com

COUNTY BREAKDOWN

BY AGENT REPRESENTATIVE

Effective date
4/1/2018



Manager Agent Marketing - David Dundee

- **West**
Louann Gardner
- **East**
Tammy Blenden
- **Central**
Samantha Skyrme

Farm Bureau and NIBC statewide - Allan Hudson