

# STAY CONNECTED



## U65 MEDICAL, DENTAL, VISION, ANCILLARY AND MEDI-PAK SUPPLEMENT

### AGENT AND PROSPECT CUSTOMER SERVICE

800-844-9065 • FAX: 501-399-3920 • [agentmarketingsupport@arkbluecross.com](mailto: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**

501-352-0169

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**ALLAN HUDSON**

501-733-8242

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**TAMMY BLENDE**

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**SAMANTHA SKYRME**

Manager

501-590-9327

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For questions regarding Medicare Advantage and PDP, please refer to the Arkansas Blue Medicare Stay Connected contact sheet.

### ON-EXCHANGE, OFF-EXCHANGE AND PRIVATE OPTION

**ON-EXCHANGE MEDICAL CUSTOMER SERVICE: 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 **800-318-2596**.

For Private Option issues, you must contact the state.

**OFF-EXCHANGE MEDICAL PLANS CUSTOMER SERVICE: 800-800-4298**

- All questions, including eligibility issues

For all cancellations, fax **501-378-2435** or email [eescancellation@arkbluecross.com](mailto:eescancellation@arkbluecross.com)

### MEDI-PAK SUPPLEMENT, DENTAL, AND ALL OTHER PRODUCTS

**CUSTOMER SERVICE** (all other products, including on and off-exchange dental and non ACA U65 medical business)

**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 **888-223-4999**

For all cancellations, fax **501-378-2585** or email [cancellations@arkbluecross.com](mailto:cancellations@arkbluecross.com)

### COMMISSIONS FOR INDEPENDENT AGENTS

**PAM KILE**

501-378-2584

[commissionsinquiries@arkbluecross.com](mailto:commissionsinquiries@arkbluecross.com)

### LICENSING/APPOINTMENTS

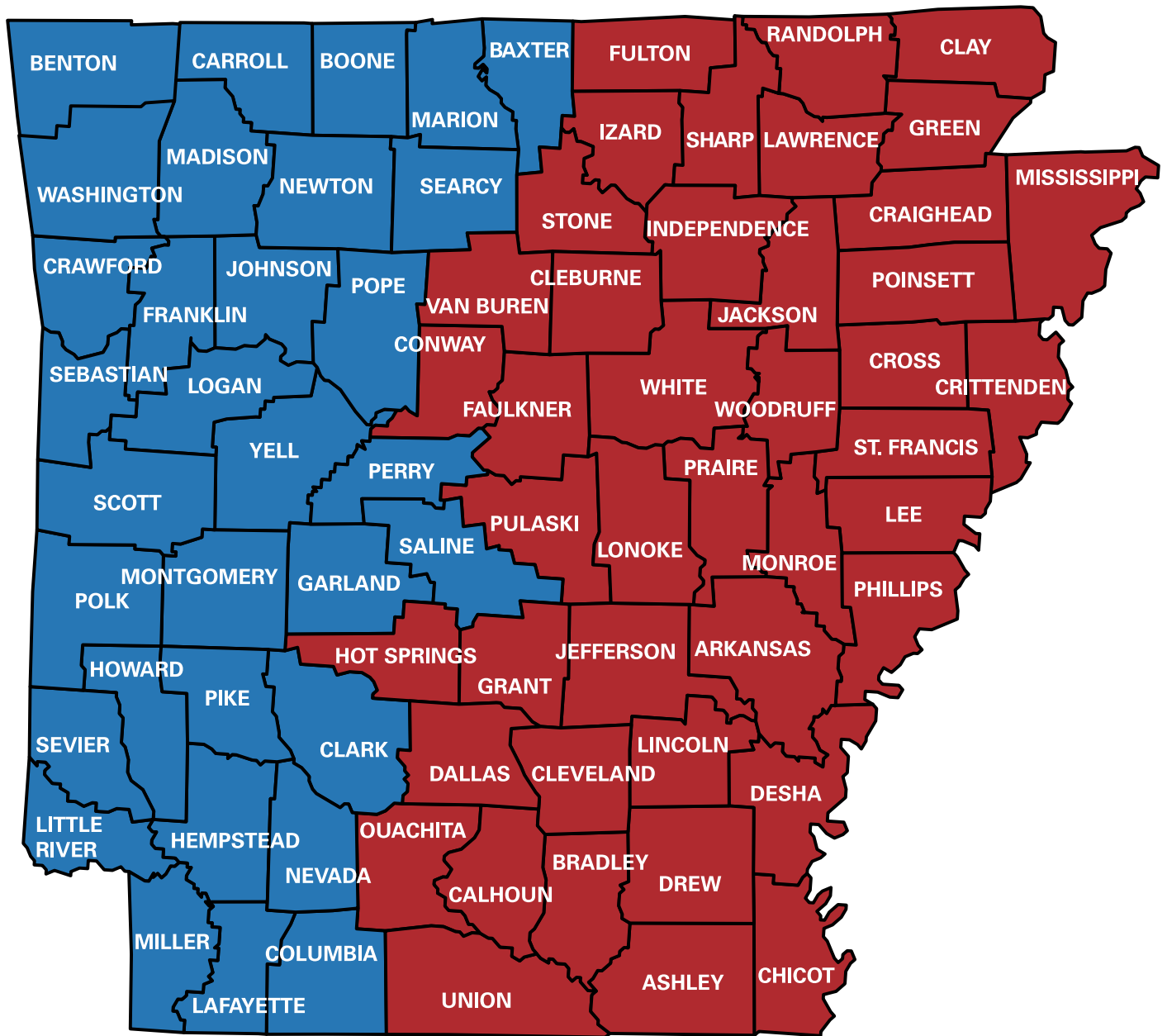
[LicensesInquiries@arkbluecross.com](mailto:LicensesInquiries@arkbluecross.com)

# COUNTY BREAKDOWN

EFFECTIVE DATE  
1/1/2021

U65 MEDICAL, DENTAL, VISION, ANCILLARY AND MEDI-PAK SUPPLEMENT

BY AGENT REPRESENTATIVE



## MANAGER AGENT MARKETING

Samantha Skyrme

## WEST

Louann Gardner

## EAST

Tammy Blenden

## ACRISURE LLC, FARM BUREAU AND NIBC STATEWIDE

Allan Hudson

## ROULSTON INSURANCE AGENCY

Louann Gardner