

# STAY CONNECTED

U65 MEDICAL, DENTAL, VISION, ANCILLARY, MEDI-PAK SUPPLEMENT, ARKANSAS BLUE MEDICARE

## 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

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

### ALLAN HUDSON

501-733-8242

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

### TAMMY BLENDE

501-993-8994

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

### SAMANTHA SKYRME

Manager

501-590-9327

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

## ON-EXCHANGE, OFF-EXCHANGE AND ARHOME

**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 ARHOME 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)

## MEDICARE ADVANTAGE

**AGENT CUSTOMER SERVICE LINE:**

- 844-915-0239

**MEDICARE CUSTOMER SERVICE NUMBERS**

- Arkansas Blue Medicare HMO (H6158) 844-463-1088
- Arkansas Blue Medicare PPO (H3554) 844-201-4934
- Health Advantage HMO (H9699) 877-349-9355
- Arkansas Blue Medicare PFFS (H4213) 877-233-7022
- Arkansas Blue Medicare PDP (S5795) 866-390-3369

## MEDI-PAK MEDICARE 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
- Billing issues
- Bank draft issues
- New member kits

**DENTAL:** For dental claims issues, call **888-223-4999**

**HEARING:** For hearing claim issues, call **833-750-5899**

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

## COMMISSIONS FOR INDEPENDENT AGENTS

**PAM PEDIGO**

501-378-2584

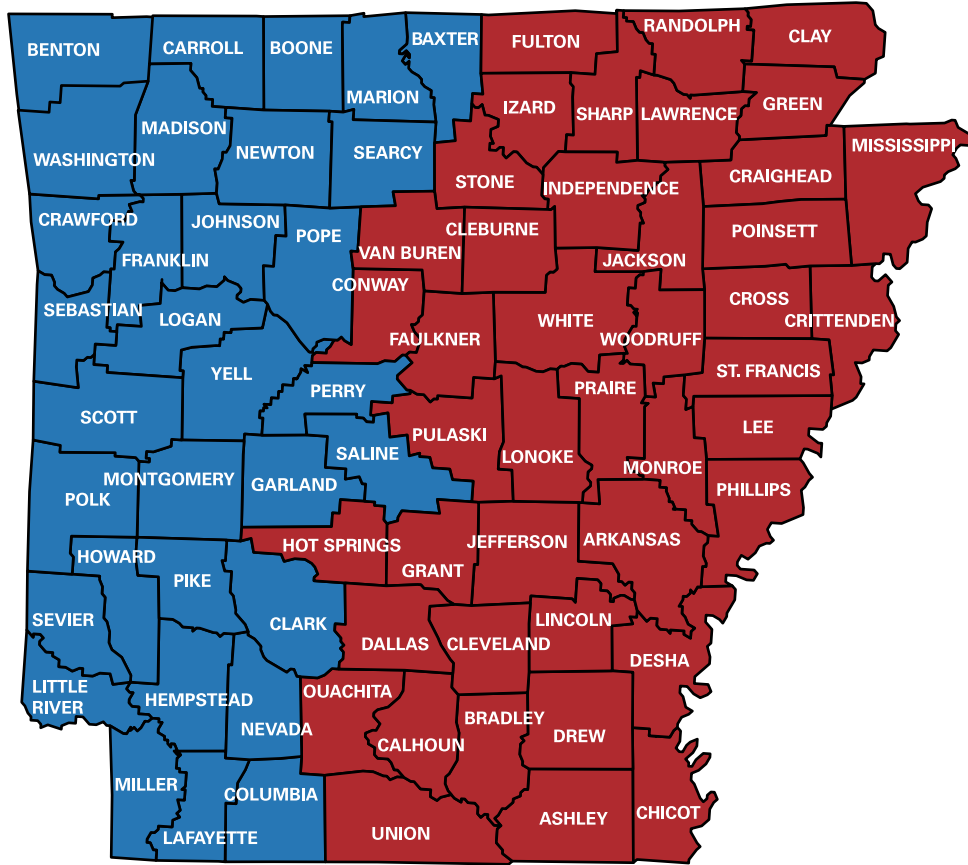
[commissionsinquiries@arkbluecross.com](mailto:commissionsinquiries@arkbluecross.com)

## LICENSING/APPOINTMENTS

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

# COUNTY BREAKDOWN

BY AGENT REPRESENTATIVE



**Samantha Skyrme**  
Manager Agent Marketing



**Louann Gardner**  
WEST  
Roulston Insurance Agency



**Tammy Blenden**  
EAST



**Allan Hudson**  
Acisire LLC, Farm Bureau  
And NIBC Statewide



**Sabrina Feemster**  
Marketing Coordinator