



2nd Quarter Provider Webinar

June 2021

Housekeeping



- Please mute your phone.
- Please do not put this call on hold-we can hear your hold music.
- **Please hold all questions until the end of the presentation.**

Disclaimers



- Arkansas Total Care has produced this material as an informational reference for providers furnishing services in our contract network and Arkansas Total Care employees, agents and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material.
- The presentation is a general summary that explains certain aspects of the program, but is not a legal document.
- Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the program is constantly changing, and it is the responsibility of each provider to remain abreast of the program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice.
- All Current Procedural Terminology (CPT) only are copyright 2020 American Medical Association (AMA). All rights reserved. CPT is a registered trademark of the American Medical Association. Applicable Federal Acquisition Regulation (FARS/DFARS) Restrictions apply to government use. The AMA assumes no liability for data contained or not contained herein.

Agenda



- Credentialing
- Provider Relations Territories
- Electronic Visit Verification (EVV)
- Provider Updates
- Clinical & Payment Policy Updates
- Important Tips and Reminders
- Contact Information
- Q & A

Join Our Email List Today



Receive current updates for
Arkansas Total Care at:
[https://www.arkansastotalcare.com
/providers.html](https://www.arkansastotalcare.com/providers.html)

For Providers

The best support is close to home. That's why Arkansas Total Care operates from your neighborhood. We partner with local services and providers. Our team brings over 20 years of healthcare experience. We look forward to continuing that dedication.

Every individual should live with respect and dignity. We will help our members to maximize their independence. We will also help and maintain members quality of life in their chosen setting.

If you are interested in joining us as a provider, please visit our [Become a Provider](#) page.

Arkansas Total Care provides the tools and support you need to deliver the best quality of care. Please view our listing on the left that covers forms, guidelines and helpful links.

Interested in getting the latest alerts from Arkansas Total Care? Fill out the form below and we'll add you to our email subscription.

Name *	Position Title *
<input type="text"/>	<input type="text"/>
Email *	
<input type="text"/>	
Phone Number *	
<input type="text"/>	
Group Name *	
<input type="text"/>	
Group NPI	
<input type="text"/>	
Tax ID	
<input type="text"/>	
<input type="submit" value="Submit"/>	

Login To Your Account

Access your secure provider information any time.

[Login Now](#)

Acronyms



Acronym	Definition
ARTC	Arkansas Total Care
DME	Durable Medical Equipment
EVV	Electronic Visit Verification
FAQ	Frequently Asked Question
FWA	Fraud, Waste, and Abuse
HCBS	Home and Community Based Services
NPI	National Provider Identification
PASSE	Provider–Led Arkansas Shared Savings Entity
SIU	Special Investigations Unit



Credentialing

Atypical Credentialing Requirements



- Providers identified as atypical or those submitting atypical practitioners via roster must submit a completed Arkansas Total Care (ARTC) Atypical & HCBS Provider Application:
 - A PDF version can be found on the Provider Resources page and must be completed as soon as possible
 - If we do not have completed applications prior to June 30, 2021, providers will be considered out of network for any dates of service after July 1, 2021
- Non-licensed practitioners and provider groups can use the ARTC Personal Care and Non-Licensed Atypical Roster template
- Providers can locate applications and forms on the website under the Provider Resources page:
 - www.arkansastotalcare.com/providers/resources.html
- To submit adds, terms and/or updates, email the completed roster to our Credentialing team at ArkCredentialing@Centene.com

Atypical Practitioner Roster FAQs



Question	Answer
Which practitioners should be submitted on the roster?	Non-licensed atypical practitioners who have been issued a provider type 95 Medicaid ID.
When I have new providers to add to the roster, should I only submit the new providers, or submit the entire roster each month?	Once a complete roster has been submitted, future submissions should only include additions, terminations, or updates. If we need a new complete roster, that request will come from the Credentialing Team.
What if I have already submitted applications for some of these atypical practitioners?	You do not have to resubmit atypical practitioners on a roster if you have already completed an application. They will be loaded without having to complete the credentialing process.
What is the attestation listed on the Individual Adds tab of the roster?	This is a confirmation by your group that you have completed all appropriate checks required by the state (background, maltreatment lists, etc.) We must have this information in order to load your practitioners by roster instead of credentialing.

Atypical Practitioner Roster FAQs



Question	Answer
What practice address should be listed on the Individual Adds tab of the roster?	This address should match your provider locations. We do not need the home address of your members or the person providing services to the members.
How do I notify Arkansas Total Care if one of my non-licensed practitioners becomes licensed?	The practitioner will need to complete an Allied Application and submit it to arkcredentialing@centene.com .
How do I submit my roster?	Rosters should be submitted in Excel format via email to arkcredentialing@centene.com . All other formats will be returned (Word, PDF, etc.).
What information should I enter on each of the tabs on the roster?	<p>The Provider Info tab is for your group information such as locations, billing and hours.</p> <p>The Individual Adds tab is where you enter information for all of your non-licensed, atypical practitioners.</p> <p>The Individual Terms tab is used to indicate terminations of any practitioner no longer associated with your group.</p>

- For additional questions regarding credentialing, please contact the Credentialing Department directly at arkcredentialing@centene.com or 1-844-263-2437 and leave a message. You will hear back from a credentialing specialist within 48 hours.

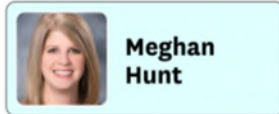
Provider Relations Team and Territories



Doug Kabrey



Kari Murphy



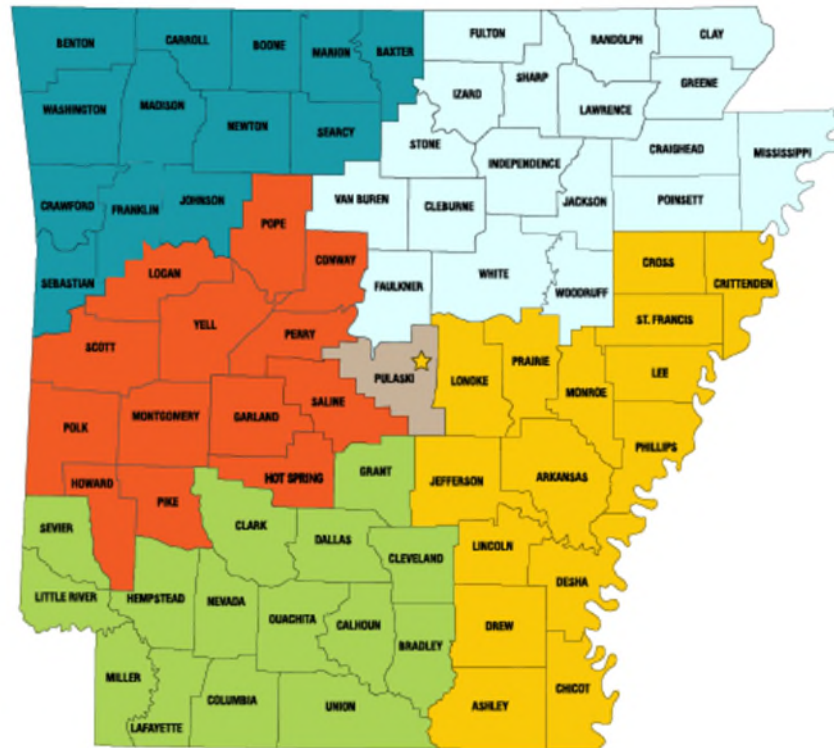
Meghan Hunt



Tanya Redden



Valinda Perkins





Electronic Visit Verification (EVV)

Go Live date 7/1/2021

HHAeXchange



- HHAeXchange is hosting weekly Lunch and Learns for providers to review specific modules within HHAX (e.g. patient management, billing etc...)
- To register for specific sessions, go to www.hhaexchange.com/ar
 - Provider Info Center > Training Tab > Upcoming Webinars

A screenshot of the HHAeXchange website. The header includes the HHAeXchange logo, a "Login" button, and a "Request a Demo" button. The main navigation menu has links for "Who We Help", "Provider Platform", "Payer Platform", "Resources", and "About". Below the navigation is a tagline: "single source of truth in connecting payers, providers, and patients through our intuitive web-based platform, enabling unparalleled communication, transparency, and visibility." A secondary navigation menu includes "OVERVIEW", "INFO SESSIONS", "TRAINING" (highlighted), "FORMS", "EDI PROCESS", and "FAQs". The main content area features two sections: "UPCOMING WEBINARS" with a link to "Click Here for Additional Training Webinars", and "PROVIDER SYSTEM USER TRAINING" with a paragraph of text explaining that training will be provided via the HHAeXchange Learning Management System (LMS) and that providers will need to log on to complete their training. A "Let's Chat!" button is visible in the bottom right corner of the screenshot.

Contact Information



- HHAX Provider Info Center:
 - www.hhaexchange.com/ar
- HHAX Support
 - Support@hhaexchange.com
 - 1-855-400-4429
- For plan specific questions, please contact Arkansas Total Care at 1-866-282-6280

Personal Care Practitioner Management



Requirements for Personal Care Practitioners:

- Providers must have valid Arkansas Medicaid Provider IDs
- Providers must send their roster to Arkansas Total Care in order to correctly configure in HHAX
- Send roster to: **arkcredentialing@centene.com**
- Inaccurate or missing provider information may result in delayed payment



Provider Updates

Waiver Provider Manual



The 2021 Arkansas Total Care Provider Waiver Manual is now available online!

Reference Materials

Attention: Arkansas Total Care announced an adjusted compensation fee schedule for DME services, effective January 1, 2021. In an effort to work collaboratively with all our provider partners and the Arkansas Department of Health and Human Services, Arkansas Total Care has decided to delay these fee schedule changes until after April 1, 2021.

- [2021 Provider Manual \(PDF\)](#)
- [Quick Reference Guide \(PDF\)](#)
- [Payspan \(PDF\)](#)
- [Secure Portal \(PDF\)](#)
- [Provider Education Member ID Card \(PDF\)](#)
- [How to Check Eligibility \(PDF\)](#)
- [ICF Billing Instructions \(PDF\)](#)
- [Incident Report \(PDF\)](#)
- [How to Use Secure Messaging \(PDF\)](#)
- [Codes Modifiers and Rates \(PDF\)](#)
- [Provider Waiver Manual \(PDF\)](#)
- [Lab Compensation Schedule \(PDF\)](#)
- Arkansas Total Care announced an adjusted compensation fee schedule for DME services, effective January 1, 2021. In an effort to work collaboratively with all our provider partners and the Arkansas Department of Health and Human Services, Arkansas Total Care has decided to delay these fee schedule changes until after April 1, 2021. [DME Compensation Schedule \(PDF\)](#)

Waiver Provider Manual



Important information contained in the Manual:

- Overview General Program
- CES Waiver Services
- Program Coverage
- Prior Authorization
- Methods of Reimbursement
- Billing Procedures
- Documentation Requirements
- Home Community-Based Services
HCBS Setting Requirements
- Description of services
 - Supportive Living
 - Respite Services
 - Supported Employment
 - Adaptive Equipment
 - Environmental Modifications
 - Specialized Medical Supplies
 - Supplemental Support Service
 - Care Coordination Services
 - Consultation Services
 - Crisis Intervention Services
 - Community Transition Services

Crisis Intervention Payable Codes



- Effective July 1, 2021 Arkansas Total Care's payment systems will be configured to accept the following codes and modifiers.
- H2011 U4/U5: Crisis stabilization service, per 15 minutes (para-professional)
- H2011 U4/U6: Crisis stabilization service, per 15 minutes (professional)
- Limited to 12 units per day with a maximum of 72 units per calendar year. Additional units will require a prior authorization.
- 1 unit = 15 minutes

Crisis Stabilization Intervention



Allowable Performing Providers	Place of Service Codes
<p>Independently Licensed Clinicians - Master's/Doctoral</p> <ul style="list-style-type: none"> · Non-independently Licensed Clinicians – Master's/Doctoral · Advanced Practice Nurse · Physician · Qualified Behavioral Health Provider – Bachelors · Qualified Behavioral Health Provider – Non-Degreed · Registered Nurse 	<p>03 School 04 Homeless Shelter 11 Office 12 Home 14 Group Home 33 Custodial Care Facility 49 Independent Clinic 50 Federally Qualified Health Center 53 Community Mental Health Center 57 Non-Residential Substance Treatment Facility 71 Public Health Clinic 72 Rural Health Clinic 99 Other Place of Service</p>

Covid-19 Updates



Supplemental Support Service:

- Arkansas Total Care plans to utilize these supplemental services effective March 23, 2020 through December 31, 2021. The following services may be utilized by all ARTC PASSE members, as follows:
- T2020 Modifier U1-Telephonic service. This service should be used to check on members to ensure their health, safety, medical and BH needs are being met. This can be billed in 15 minute units and is limited to 6 units of service per week (1 ½ hours).
- T2020 Modifier UB- Face to Face Service. This service should be used when the member needs to have a face to face interaction to check on health and safety or to deliver supplies (food, medicine, groceries etc.). This can be billed in 15 minute units and is limited to 12 units of service per week (3 hours).

COVID-19 Information & Updates



The screenshot shows the Arkansas Total Care website interface. At the top right, there are navigation links for Home, Find a Doctor, Contact, and a search bar. Below these are options for Contrast (On/Off) and language selection. The main content area is divided into three columns: FOR MEMBERS, FOR PROVIDERS, and CONTACT US. The FOR PROVIDERS column is expanded to show a list of links: Provider News, QI Program, Provider Relations, Login, Become a Provider, Pharmacy, Provider Webinars, Provider Resources, Grievance and Appeals, Coronavirus Information for Providers (highlighted with a red box), and Provider Financial Support & Resources. The main content area under the FOR PROVIDERS header is titled 'Provider Coronavirus' and contains a paragraph of introductory text, a 'Guidance:' section, and a list of bullet points providing specific instructions for handling COVID-19 cases. The 'Coronavirus Information for Providers' link in the left sidebar is highlighted with a red box, and the corresponding link in the main content area is also highlighted with a red box.

Covid-19 Billing Guidance for Providers



- We are closely monitoring and following all guidance from the Centers for Medicare and Medicaid as it is released to ensure we can quickly address and support the prevention, screening, and treatment of COVID-19. The following guidance can be used to bill for services related to COVID-19 vaccinations, testing, screening and treatment services.
- This guidance is in response to the current COVID-19 pandemic and may be retired at a future date. For additional information and guidance on COVID-19 billing and coding, please visit the resource centers of the [Centers for Medicare and Medicaid \(CMS\)](#) and the [American Medical Association \(AMA\)](#).

Cultural Competency Training Available



- This course will allow providers to receive information on how to service the member's health care needs in a culturally competent manner
- All providers must complete training annually
- ARTC provides monthly webinars:
 - To register visit our website at:
 - ✓ www.arkansastotalcare.com/providers/provider_webinars.html
- Topics include:
 - Health Communication
 - Health Literacy
 - Auxiliary Aids and Interpreter Services
 - How to become culturally competent
 - Changing attitudes
 - Ensuring compliance

ARTC Clinical Policies



Located at <https://www.arkansastotalcare.com/providers/resources/clinical-payment-policies.html>

The screenshot shows the Arkansas Total Care website interface. At the top, there is a navigation bar with links for Home, Find a Doctor, and Contact, along with a search bar and a contrast toggle. Below the navigation bar, there are three main sections: FOR MEMBERS, FOR PROVIDERS, and CONTACT US. The FOR PROVIDERS section is expanded, showing a list of links including Provider News, QI Program, Provider Relations, Login, Become a Provider, Pharmacy, Provider Webinars, Provider Resources, Clinical & Payment Policies, Pre-Auth Check, and Coding Tip Sheets And Forms. The Clinical & Payment Policies link is highlighted with a red box. A red arrow points from this link to the main content area of the page. The main content area displays the title 'Clinical & Payment Policies' and two expandable sections: 'WHAT ARE CLINICAL POLICIES?' and 'WHAT ARE PAYMENT POLICIES?'. Below these sections, there is a heading 'Arkansas Total Care Policies' and a sub-section 'ARTC CLINICAL POLICIES'. A table lists the policies with columns for Policy Title, Policy Number, and Effective Date.

POLICY TITLE	POLICY NUMBER	EFFECTIVE DATE
AbobotulinumtoxinA (Dysport) (PDF)	CP.PHAR.230	6/1/2020
Adopted Clinical Practice and Preventive Health Guidelines (PDF)	N/A	6/1/2020

Clinical Policies - Updates



Policy Title	Policy Number	Effective Date
Abatacept (Orencia) (PDF)	CP.PHAR.241	August 1, 2021
Ado-Trastuzumab Emtansine (Kadcyla)	CP.PHAR.229	June 1, 2021
Agalsidase beta (Fabrazyme) (PDF)	CP.PHAR.158	August 1, 2021
Alglucosidase (Lumizyme) (PDF)	CP.PHAR.160	June 1, 2021
Apalutamide (Erleada) (PDF)	CP.PHAR.376	August 1, 2021
Axicabtagene Ciloleucel (Yescarta) (PDF)	CP.MP.362	June 1, 2021
Belimumab (Benlysta) (PDF)	CP.PHAR.88	June 1, 2021
Binimetinib (Mektovi) (PDF)	CP.PHAR.50	August 1, 2021
Biologic DMARDs (PDF)	HIM.PA.SP60	August 1, 2021
Bosutinib (Bosulif) (PDF)	CP.PHAR.105	August 1, 2021

Payment Policies - Updates



Policy Title	Policy Number	Effective Date
Air Ambulance (PDF)	CP.MP.75	September 1, 2021-NEW
Allergy Testing (PDF)	CP.MP.100	June 1, 2021
Bevacizumab (PDF)	CP.PHAR.93	September 1, 2021-NEW
Bronchial Thermoplasty (PDF)	CP.MP.110	June 1, 2021
Deep Transcranial Magnetic Stimulation for Obsessive Compulsive Disorder (PDF)	CP.BH.201	June 1, 2021
Testing for Select Genitourinary Conditions (PDF)	CP.MP.97	June 1, 2021
Evoked Potentials (PDF)	CP.MP.134	June 1, 2021
Holter Monitors (PDF)	CP.MP.113	June 1, 2021
Long Term Care Placement Criteria (PDF)	CP.MP.71	June 1, 2021



Important Tips and Reminders

Provider Portal Password



- Remember to log into your account at least once every 30 days to keep your account active
- Passwords expire after 90 days of no use
- Ways to reset your password:
 - Click on the Forgot Password/Unlock Account link
 - Contact your Account Manager
 - Contact Provider Services: 1-866-282-6280

A screenshot of the Provider Portal Login page. The page has a light blue header with the word "Login" in white. Below the header, there are two input fields: "User Name (Email)" with the placeholder text "name@domain.com" and "Password". A green "Login" button is positioned below the input fields. At the bottom of the form, there is a blue link labeled "Forgot Password / Unlock Account" which is highlighted with a red rectangular border.

Provider Portal Password



Account Managers can access the User Management Section within the Portal to send a Password Reset email

A screenshot of the Arkansas Total Care Provider Portal. The top navigation bar includes "Eligibility", "Patients", "Authorizations", "Claims", "Messaging", and "Account Details". The "Account Details" dropdown menu is open, showing "User Management" highlighted with a red box. Below the navigation bar, there are dropdown menus for "Viewing For : TIN" and "Plan Type" (set to "Arkansas Total Care"), with a "GO" button. The main content area is titled "Update User status and permissions for". Under "User Information", fields for "Email", "Name", and "Telephone Number" are visible, along with "Status: PasswordExpired" and "Last Login Time: 2020-02-12 16:35:34". Under "Profile Information", there are fields for "TIN" and "Verified: Yes". A "Can Access" section includes checkboxes for "Reports", "Health Record", "Manage Account", "Eligibility", "Authorizations", "Claims", "Assessments", and "Health Passport". The "Update Status:" section has radio buttons for "Disable user" and "Send Password Reset Email", with the latter highlighted by a red box. Below this is a "Comments: (required)" text area with a "200 characters left" indicator. At the bottom right, there are "Cancel" and "Update User" buttons.

Fraud, Waste and Abuse



- ARTC takes the detection, investigation, and prosecution of fraud and abuse very seriously and has a FWA program that complies with the federal and state laws
- Centene's Special Investigation Unit (SIU) performs back end audits which may result in taking appropriate action against those who commit waste, abuse and fraud
- ARTC, in conjunction with its parent company, Centene, operates a waste, abuse, and fraud unit
- ARTC routinely conducts audits to ensure compliance with billing regulations

Fraud, Waste and Abuse – Con't



- These actions may include but are not limited to:
 - Remedial education and/or training to prevent the billing irregularity
 - More stringent utilization review
 - Recoupment of previously paid monies
 - Termination of provider agreement or other contractual arrangement
 - Civil and/or criminal prosecution
 - Any other remedies available to rectify
- Some of the most common WAF submissions seen are:
 - Unbundling of codes
 - Up-coding services
 - Add-on codes without primary CPT
 - Diagnosis and/or procedure code not consistent with the member's age and/or gender
 - Use of exclusion codes
 - Excessive use of units
 - Misuse of benefits
 - Claims for services not rendered

If you suspect or witness a provider inappropriately billing or a member receiving inappropriate services, please call our anonymous and confidential hotline at 1-866-685-8664

Provider Webinars



arkansas total care. Home Find a Doctor Contact

Contrast On Off a a language ▾

FOR MEMBERS **FOR PROVIDERS** **CONTACT US**

FOR PROVIDERS

- Provider News
- QI Program
- Provider Relations
- Login
- Become a Provider
- Pharmacy
- Provider Webinars
- Provider Resources
- Grievance and Appeals
- Coronavirus Information for Providers
- Provider Financial Support & Resources

Provider Webinars

This Provider Webinar Series offers the providers and their office staff the opportunity to learn from subject matter experts. Participants can ask questions about current topics and best practices. Registration is free and each webinar will be approximately one hour in length.

Join Webinar

When a session is live, please click the button below to watch the presentation. If you are not able to hear audio from a computer, you can also call into the conference via phone:

Dial: 1.669.900.6833
Meeting ID: 812 869 114
Password: 707675

Join Video Conference

New Provider Orientation

Date/Time: 2/16/2021 - 2pm
Description: This course will provide a virtual orientation for any new & existing providers. Topics include Overview of ARTC; Provider Participation Responsibilities; Prior Authorization Guidelines; Claims Submission and Billing Tips; Web Tools; Important Contact Information and much more.

Upcoming Webinars



Course Name & Description	Date	Time
<p>Cultural Competency Training The purpose of this webinar is to train providers how to service the member's health care needs in a culturally competent manner.</p>	<p>June 9, 2021 July 8, 2021</p>	<p>10 am 10 am</p>
<p>Secure Provider Portal This course will provide a detailed overview of the Secure Provider Portal and the features:</p> <ul style="list-style-type: none"> • Registration and Account Setup • Member Eligibility & Patient Listings • Health Records & Care Gaps • Prior Authorization • Claim Submission & Status • Corrected Claims & Adjustments 	<p>June 15, 2021 July 15, 2021</p>	<p>10am 2pm</p>
<p>Web Wizard For Home And Community Based Providers This course will provide an overview and instructions on how to create and submit a claim through the Web Wizard feature</p>	<p>June 17, 2021</p>	<p>10am</p>
<p>New Provider Orientation This course will provide a virtual orientation for any new & existing providers. Topics include:</p> <ul style="list-style-type: none"> -Overview of ARTC -Provider Participation Responsibilities -Prior Authorization Guidelines -Claims Submission and Billing Tips -Web Tools -Important Contact Information 	<p>July 22, 2021</p>	<p>2pm</p>



Needing to Contact Us?

ARTC Provider Services



Phone: 1-866-282-6280

Website: arkansastotalcare.com

Email inquiries to:

Providers@ArkansasTotalCare.com

Provider Services Call Center



- **First line of communication**
 - Arkansas Total Care Provider Services Call Center
 - 1-866-282-6280 (TTY: 771)
- Provider Service Representatives can assist with questions regarding:
 - Eligibility
 - Authorizations
 - Claims
 - Payment inquiries
- Representatives are available Monday through Friday, 8AM to 5PM (CST)

Provider Inquiries



- After speaking with a Provider Service Representative you will receive the following:
 - All inquiries are assigned a reference number, which will be used to track the status of your inquiry
- If you need to contact your assigned Provider Relations Representative, you should have the following when calling or submitting an email inquiry:
 - Reference number assigned by the Provider Services Center
 - Provider's Name
 - Tax ID
 - National Provider Identifier (NPI)
 - Summary of the issue
 - Claim numbers (if applicable)

Provider Contracting



To join our network select 'Become A Provider' from the 'For Providers' tab on our website. You must currently be a participating Arkansas Medicaid provider.

The screenshot shows the website's navigation tabs: "FOR MEMBERS", "FOR PROVIDERS", and "CONTACT US". The "FOR PROVIDERS" tab is active, displaying a sidebar menu with options: "Login", "Become a Provider" (highlighted), "Pharmacy", "Provider Webinars", "Provider Resources", "Provider News", "Grievance and Appeals", and "QI Program". The main content area is titled "Become A Provider" and includes a thank-you message, contact information (1-844-631-6830), and a list of provider benefits. At the bottom, there are input fields for "Legal Practice Name or DBA", "Specialty", and "Practice Address".

FOR PROVIDERS

FOR MEMBERS FOR PROVIDERS CONTACT US

Become A Provider

Thank you for your interest in participating with Arkansas Total Care. We are excited for the chance to work with you to provide high-quality care.

If you are interested in joining our network call toll free 1-844-631-6830 or fill out the form below.

As a Arkansas Total Care provider, you can rely on:

- A comprehensive approach to care for your patients through disease management programs, healthy behavior incentives and 24-hour toll-free access to bi-lingual registered nurses
- Initial and ongoing provider education through orientations, office visits, training and updates
- A dedicated claims team to ensure prompt payment
- Minimal referral requirements and limited prior authorizations
- A dedicated provider relations team to keep you informed and maintain support in person, by email or by phone
- The ability to check member eligibility, authorization and claims status online

Healthcare collateral for your patients (e.g., information about our benefits and services) and educational displays for your office

Legal Practice Name or DBA * Specialty *

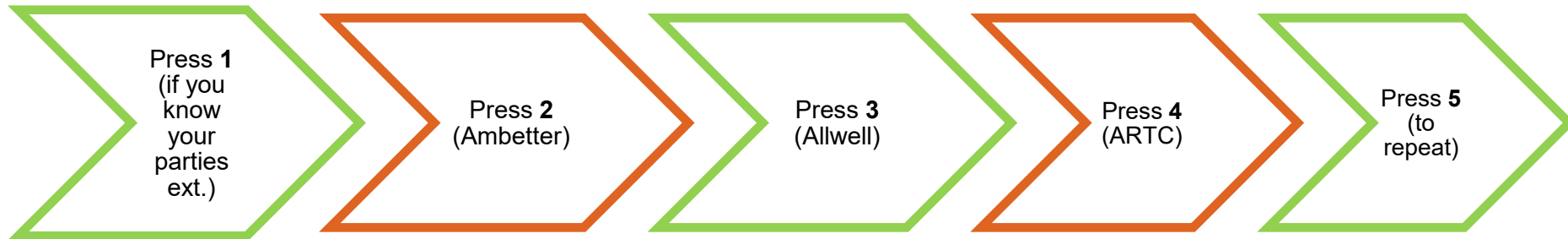
Practice Address *

Contracting Department



Phone Number: 1-844-631-6830

Hours of Operations: 8am – 4:30pm (CST)



Provider Contracting Email Address:

arkansascontracting@centene.com

Regular contracting inquiries and contract requests

Credentialing



Phone: 1-844-263-2437

Fax: 1-844-357-7890

Provider Credentialing Email:
arkcredentialing@centene.com

Questions?



Please submit any questions by using the Q&A feature in ZOOM OR
Send us an email with “**Provider Webinar**” in the subject line to
providers@arkansastotalcare.com



**Thank you for
joining us!**