



arkansas
total care™

Arkansas Total Care Member ID Card Quick Reference Guide

Use this Member ID card quick reference guide for Arkansas Total Care patients. Key ID card elements are highlighted below to help you find the information you need for easier claims filing and effective care management.

***When using our online provider tools please ensure that the appropriate product/network is selected for your member.**

SAMPLE CARD FRONT

Product Name: arkansas total care

PASSE Logo: PASSE An Arkansas Medicaid Program

Member Information: NAME: <JANE DOE> MEMBER ID#: XXXXXXXXXXXX

Pharmacy Information: RX: ENVOLVE PHARMACY SOLUTIONS
1-800-460-8988
RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX5476
PHARMACY HELP DESK: 1-855-266-2596

24/7 Nurse Advice Line Information: If you have an emergency, call 911 or go to the nearest emergency room (ER). If you are not sure if you need to go to the ER, call your PCP or Arkansas Total Care's 24/7 nurse advice line at 1-866-282-6280.

SAMPLE CARD BACK

Important Contact Information: IMPORTANT CONTACT INFORMATION: Member Services: 1-866-282-6280
TTY/TDD: 711, 24/7 Nurse Advice Line: 1-866-282-6280, Vision: 1-844-280-6792

Medical Claims Address: MEDICAL CLAIMS:
EDI Payer for Medical Claims 68069
Arkansas Total Care
Attn: Claims
P.O. Box 8020
Farmington, MO 63640

Vision Claims Address: VISION CLAIMS:
EDI Payer for Vision Claims 56190
Envolve Benefit Options
Attn: Claims
PO Box 7548
Rocky Mount, NC 27804

Provider Services Information: PROVIDERS:
Provider Services: 1-866-282-6280
IVR Eligibility Inquiry - Prior Auth:
1-866-282-6280
Vision: 1-844-280-6792

EDI/EFT/ERA please visit Provider Resources at ArkansasTotalCare.com

Please contact Provider Services for additional assistance by calling: 1-866-282-6280