


Mailing Address	Street Address	Phone	Fax
P.O. Box 25610 Little Rock, AR 72221	12615 Chenal Parkway Suite 300 Little Rock, AR 72211	Toll Free800.235.7111 Main Line501.228.7111 Customer Service501.228.7111 Provider Relationsext. 7004 <i>Contracting, Timely Filing, Fee Schedules</i> Provider Business Unitext. 7011 <i>835, EDI, Website Provider Password Reset</i> Care Managementext. 7014 OB Ultrasound800.871.2231 eviCore Healthcare.....800.533.1206 <i>High-tech radiology pre-authorization</i>	501.228.0135 501.228.0135 501.707.6811 501.707.6815 501.228.9413
 ARBenefits <i>ARBenefits.org or QualChoice.com</i> For Arkansas State and Public School Retirees who are Medicare-eligible and their covered family members. Provider Customer Service .. 800.235.7111, ext. 7016 AHH Pre-certification 877.815.1017			

Welcome to QualChoice.com

Features

- Provider Manual
- Electronic Transactions
- Forms
- Medical Policies
- Member Eligibility
- Pre-Authorization List
- Preferred Drug List
- Provider Newsletters and Action Alerts
- Radiology Benefit Management Program

Benefits of Provider Log-In:

- Claims Payment Information
- View Remittance Advices
- View Member Eligibility Information

Provider Log-In

1. To receive a User ID and password, complete the following two forms:
Provider Portal Admin Form and Provider Portal User Access Form
Go to **QualChoice.com**, select **Providers**, then select **Forms/Information**.
2. The first time you access the site, you will be prompted to change your temporary password to a permanent password. Password must be at least 8 characters and contain at least one uppercase and one numeric character. The password cannot contain symbols or spaces and is case sensitive.

Provider Updates

It is important that we maintain a current record of your information to ensure:

- Timely and accurate claims payment
- Accuracy of IRS reporting
- Receipt of email communications
- Accuracy of Provider Directory

To update information, use:
Provider/Practice Change Form

To terminate provider or practice site, use: **Provider/Practice Termination Form**

Go to **QualChoice.com**; select **Providers**, then select **Forms/Information**.

Quality Results and Action Alerts

E-news for doctors, other healthcare experts and facilities affiliated with QCA Health Plan, Inc., and QualChoice Life and Health Insurance Company, Inc. To subscribe go to **QualChoice.com**; select **Providers**, then select **Newsletters & Action Alerts**.

NOTE: QualChoice is also a third-party administrator. Refer to the member's ID card for coverage details, as benefits and options vary.

Who to Call

For:	For:	For:
<ul style="list-style-type: none"> • Appeal Status • Benefits • Claim Status • Eligibility • Payment Dispute <p>Call Customer Service: 501.228.7111 or 800.235.7111</p>	<ul style="list-style-type: none"> • Contracts • Credentialing • Fee Schedules • Unresolved Issues • Demographic Information/Change <p>Call Provider Relations: 501.228.7111, ext. 7004</p>	<ul style="list-style-type: none"> • Pre-Authorization • Disease Management • Medical Necessity <p>Call Care Management: 501.228.7111, ext. 7014</p>
	<ul style="list-style-type: none"> • Provider Portal Access • Password Reset <p>Call Provider Business Unit: 501.228.7111, ext. 7011</p>	

Claims Filing

Electronic Claims:

1. EDI claims accepted via EMDEON (WebMD) or Availity (THIN) using Payor ID# 35174.
2. Corrected Claims must be submitted with original claim number.
3. Provider NPI # is required.

Further instructions at QualChoice.com: Select **Providers**, then choose **Provider Manual**, then select **Claims Filing**

Electronic Funds Transfer (EFT)

EFT is required for participating providers and is also available to non-participating providers. **To enroll:** Contact Alegeus Technologies

Web: providernet.alegeus.com

Email: WCO.Provider.Registration@alegeus.com

Phone: 877.389.1160

Right to Appeal

You have the right to appeal any claims payment decision according to the guidelines specified in your Provider Agreement.

To File an Appeal:

All appeals must be submitted with Request for Reconsideration form. QualChoice.com, select **Providers**, then select **Forms/Information**

eviCore Healthcare

Radiology Benefits Management

eviCore pre-authorization is required for the procedures listed below, rendered in an outpatient setting such as a physician's office, free-standing center (including radiology center) or hospital outpatient department.

- CT Scan
- Nuclear Medicine
- Nuclear Cardiology
- MRI/MRA
- PET Scan

A complete list of eviCore's CPT codes is available at QualChoice.com.

For Pre-Authorization

Online — QualChoice.com, after provider log-in select **Pre-authorization for Radiology Services**

Phone — 800.533.1206;
Monday–Friday, 7:00 a.m.–7:00 p.m.

- Request pre-authorization at least 5 business days prior to date of service to allow for follow-up/review time.
- Provider NPI # is required.
- File claims with QualChoice.

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QualChoice.com • 800.235.7111 • Little Rock: 501.228.7111 • Northwest Arkansas: 479.442.0700