

## Frequently Asked Questions: Web Self-Service with the Secure Provider Portal

- What is the Provider Portal?** The Provider Portal is an online tool created to simplify the provider experience. Using our secure Provider Portal, you can review payment status; check member eligibility, benefits and cost shares; submit claims; and request prior authorizations. The Provider Portal is your one-stop shop for any Arkansas Health & Wellness transaction.
- What's new in the Provider Portal?** We have recently added several new features to the Provider Portal, such as:
- A member eligibility overview page that reflects all critical data in a single view
  - The ability to submit and track the status of claim reconsiderations online
  - Expanded free text fields for reconsideration comments and explanations
  - The ability to attach required documentation when filing a reconsideration
  - The ability to receive push notifications regarding reconsideration status changes
- Are these new features available right now?** These new features are now live. Be sure to register your account if you do not already have one.
- Can I use the new reconsideration feature to appeal claims?** No, this feature can be used only for reconsiderations. You should continue to file appeals as normal.
- Are trainings available for these new features?** Yes. To request a training, contact your provider relations representative directly.