

**Please refer to the Annual Benefits Guide, from the Employee Benefits Division,  
for rates and benefit charts.**

<b>Who to Contact</b>	<b>Common Questions and Needs</b>
<p><b>Health Advantage</b> 1-800-482-8416 PO Box 8069 Little Rock, AR 72203-8069 <a href="http://www.HealthAdvantage-hmo.com">www.HealthAdvantage-hmo.com</a> email: <a href="mailto:customerservicePSE@arkbluecross.com">customerservicePSE@arkbluecross.com</a></p>	<ul style="list-style-type: none"> <li>⊕ Benefits questions</li> <li>⊕ Need a health insurance card</li> <li>⊕ Need to know if a provider is in the network</li> <li>⊕ How to appeal a claim denial</li> <li>⊕ Need to check claim status or have other claims related issue</li> </ul>
<p><b>Employee Benefits Division (EBD)</b> 1-877-815-1017 PO Box 15610 Little Rock, AR 72231-5610 <a href="http://www.ARBenefits.org">www.ARBenefits.org</a> email: <a href="mailto:AskEBD@dfa.state.ar.us">AskEBD@dfa.state.ar.us</a></p>	<ul style="list-style-type: none"> <li>⊕ Need a health insurance card</li> <li>⊕ What to do with student verification forms</li> <li>⊕ General benefits questions and benefit exceptions</li> <li>⊕ Case management</li> </ul>
<p><b>Agency Insurance Representative</b></p>	<ul style="list-style-type: none"> <li>⊕ Need to Add/Drop members from my contract</li> <li>⊕ Need to change address/telephone number</li> <li>⊕ My SSN, name, or birth date is wrong on ID</li> </ul>
<p><b>informedRx (formerly NMHCRX)</b> 1-866-309-8248 320 Executive Court, Suite 201 Little Rock, AR 72205</p> <p>informedRX Mail (formerly NMHC Mail) PO Box 407096 Fort Lauderdale, FL 33340-7096 <a href="http://www.informedrx.com">www.informedrx.com</a></p>	<ul style="list-style-type: none"> <li>⊕ Need to know why a prescription took a higher copayment or was not covered</li> <li>⊕ How do I get prior-approval for a prescription</li>   <li>⊕ Mail order pharmacy</li> </ul>
<p><b>EBRx</b> (Requires physician contact) UAMS College of Pharmacy: AR EBD Appeal 4301 W. Markham, Slot 522-9 Little Rock, AR 72205 866-564-8258</p>	<ul style="list-style-type: none"> <li>⊕ Pharmacy prior authorization and appeals</li> </ul>
<p><b>LifeSynch/Star EAP</b> 1-866-378-1645 <a href="mailto:customerservice@lifesynch.com">customerservice@lifesynch.com</a> 1701 Centerview Dr., suite 101 Little Rock, AR 72211 <a href="http://www.lifesynch.com">www.lifesynch.com</a></p>	<ul style="list-style-type: none"> <li>⊕ What mental health providers are covered</li> <li>⊕ How to precertify a mental health service</li> <li>⊕ Weight Management Programs</li> <li>⊕ Smoking Cessation Program</li> </ul>
<p><b>American Health Holding, Inc. (AHH)</b> 1-800-592-0358 Fax 614-396-0532 110 W. Old Wilson Bridge Road, Third Floor Worthington, OH 43085 <a href="http://www.americanhealthholding.com">www.americanhealthholding.com</a></p>	<p><i>Medical Utilization Review</i> Precertification and Pre-notification for inpatient and outpatient services, as outlined in the Annual Benefits Guide and the Summary Plan Description.</p>