

RE: Checking eligibility, benefits and claims status

A historically high call volume and staffing challenges are currently impacting the ability of our phone-based Customer Service representatives to provide the level of timely service to which our customers are accustomed.

To enable us to better serve our members and providers, we are making some **changes** in how and when we handle calls from **healthcare providers/staff**.

Accordingly, we are **directing healthcare providers and staff to use the Availity portal** (<https://www.availity.com/arkansasbluecross>) to access real-time eligibility, benefits and claims-status information.

The information found in Availity is identical to that used by our phone-based representatives and can be accessed in seconds, around the clock. This will allow healthcare providers and staff to quickly obtain the information they need to efficiently serve their patients.

If providers are unable to access Availity or have a different type of issue, provider calls will be accepted from **8 a.m. to 10 a.m.** and from **3 p.m. to 5 p.m.**

Providers/staff also **should access prior authorization** information via **AHIN** (<https://secure.ahin-net.com/ahin/Session/logon>), which also is available 24/7.

Healthcare providers and staff who have issues accessing the Availity platform should call **1-800-282-4548** (or **1-800-AVAILITY**) – 7 a.m. to 7 p.m. Central Time.

We appreciate the cooperation of healthcare providers and their staffs as we work together to serve the people who trust us for their health coverage.