

How do you find in-network doctors and hospitals?

BlueAdvantage members have access to more than 5,500 health professionals and 91 hospitals in the True Blue PPO network. For a list of participating health professionals and hospitals, call Customer Service at 800-285-6477. The directory is also available online (updated daily) at www.chiparkansas.org, by clicking on the “Providers” tab. It is recommended that you contact one of our Customer Service Representatives before scheduling an appointment if you are unsure of the “in or out” of network status of your physician.

By selecting one of the In-Network providers, you will receive the highest level of benefits under your CHIP plan, 80% of covered expenses. If you use only the services, supplies, or articles of an Out-of-Network provider, your benefits will be at the 60% level of covered expenses.

Also, it is important to keep in mind that you may have to pay the difference between the benefits paid by this plan and the amount of an Out-of-Network facility/provider bill. In-Network facilities/providers have contracted with the plan administrator to not charge you beyond the deductible and coinsurance amounts for covered expenses. However, Out-of-Network facilities/providers (except PPP Providers displaying on the Web site in a Provider Search using your Member ID number) may bill you for balances over the CHIP payment level in addition to the deductible and coinsurance amounts.

What if you have questions about a claim or your benefits?

Online Access:

You can check your health plan information online by visiting our Web site at www.blueadvantagearkansas.com and registering for *My Blueprint*. *My Blueprint* is an online, self-service center for members available 24 hours a day, seven days week. By registering for *My Blueprint*, you may check member eligibility, claims status and claims history, check your benefits, and order a replacement ID card.

Telephone or Written Access:

CHIP members are served by any one of our seven regional offices. Customer Service Representatives may be reached Monday through Friday from 8:15 a.m. to 4:30 p.m. We encourage you to call anytime you have a question about the status of a provider, a question about a claim or need more information about your benefits. Our numbers are:

Telephone: 800-285-6477

Fax: 501-378-3033

If you would like to write to us, our address is:

CHIP Customer Service
BlueAdvantage Administrators of Arkansas
P.O. Box 1460
Little Rock, AR 72203

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Visit Our Offices in Person:

Our regional office addresses are:

Northwest Regional Office – Fayetteville
516 E Millsap Rd, Suite 103
Fayetteville, AR 72703
1-888-847-1900

West Central Regional Office – Fort Smith
3501 Old Greenwood Rd, Suite 5
Fort Smith, AR 72903
1-800-299-4060

South Central Regional Office – Hot Springs
100 Greenwood Ave, Suite C
Hot Springs, AR 71913
1-800-588-5733

Southwest Regional Office – Texarkana
1710 Arkansas Blvd
Texarkana, AR 71854
1-800-470-9621

Southeast Regional Office – Pine Bluff
1800 W 73rd Ave
Pine Bluff, AR 71603
1-800-843-1329

Northeast Regional Office – Jonesboro
707 E Matthews Ave
Jonesboro, AR 72401
1-800-299-4124

Central Regional Office – Little Rock
(BlueAdvantage Administrator's home office)
320 W Capitol, Suite 500
Little Rock, AR 72201
1-800-285-6477