



HP Enterprise Services  
500 President Clinton Ave  
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Little Rock, AR 72201  
www.hp.com

March 17, 2011

Dear Provider,

Effective Saturday, June 25, 2011 the submission of electronic eligibility verifications and claims transactions to HP via any dial-up method will no longer be available. After this date, all electronic transactions will have to be transmitted via the internet. The HP dial-up numbers, (866) 627-0015 and (866) 627-0017 will be disabled.

With the onset of this change, Arkansas Medicaid and Arkansas BreastCare have provided three methods to assist you in continuing to submit your eligibility verifications and claims transactions electronically.

Listed below is an explanation of the three methods for submitting eligibility verifications and claims. These methods are currently operational via the internet so you can change your submission method at any time.

- 1) WEB BBS – typically used by billing services. This method allows for the submission of batched eligibility verifications or batched claims submission transactions. Instructions for use of this method are available using the following link.

<https://www.medicaid.state.ar.us/InternetSolution/Provider/hipaa/compan.aspx#Companion%20guides>

Then look under “Other Vendor Resources/Web batch submission instructions”.

- 2) PES Batch – typically used by the provider community. This tool works just like WEB BBS and allows for the submission of batched eligibility verifications or batched claims submission transactions. Instructions for use of this method are available using the following link.

<https://www.medicaid.state.ar.us/InternetSolution/Provider/software/pes/pesinstall.aspx#Files%20available%20for%20download>

- 3) DDE Interactive (On-line services) – this tool is located inside the provider portal at [www.medicaid.state.ar.us](http://www.medicaid.state.ar.us). It is used to submit eligibility verification and/or claims transactions, as well as other transactions. These types of submission and responses are completed one at a time.

**PES interactive submission of transactions will no longer be available after the above date.**

**If you are using a billing service, please notify them as soon as possible so that they can implement the necessary changes to ensure that your ability to process claims and receive payments is not delayed.**

**We recommend, where possible, that one of these new methods be implemented prior to Monday, June 20, 2011.**

For assistance, call (501) 376-2211 (local or out of state) or (800) 457-4454 (Arkansas); when prompted, select 0 for “Other Inquiries”, then option 1 for “Technical Inquiries”. Thank you for your cooperation in this matter.

Sincerely,

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