Medicaid

How to receive the SUPPLEMENTAL ELIGIBILITY REQUEST through the Provider Electronic Solutions (PES) software

1. Create eligibility request and click **SAVE** button**.** Eligibility request is saved in "R" status.
2. If you have more requests click "**ADD"** and create the next eligibility request and **SAVE** in "R" status.
3. Repeat #2 until you have saved all of your eligibility requests in "R" status.
4. Close eligibility request form.

5. How to BATCH bill eligibility requests (three-step process)

A. Step 1

Click on **Communication.**
Click on **Submission.**
Under **Files to Send** click on **270 Eligibility Request.**
Click on **Submit.** Your system will dial us and connect to us.
All eligibility requests in "R" status will be sent to us.
After "*Transmission Successful*" message, close this window.
Wait about 2 to 3 minutes per eligibility, and then go to Step 2.

B. Step 2

Click on **Communication.**
Click on **Submission.**
Under **Files to Receive**, click on **Select All.**
Click on **Submit.** Your system will dial us and connect to us.
After "*Transmission Successful* "message, close this window.

C. Step 3

Click on **Communication.**
Click on **View Supplemental Eligibility Response.**

How to receive the SUPPLEMENTAL ELIGIBILITY REQUEST through Direct Data Entry (DDE) on the web page

Go to Web Page (www.medicaid.state.ar.us).
Click on **PROVIDER**.
Log on.
Click on **Patient eligibility and benefits inquiry.**
Enter either your 9 digit Medicaid number or your 10 digit NPI number in the applicable field.
Enter recipient's 10 digit Medicaid ID in **Medicaid Recipient ID** field.
Click **Submit.**
Regular and supplemental eligibility response return in 1 second.
Click on **Supplemental eligibility information.**