ARKANSAS BLUE CROSS PROVIDER CREDENTIALING FAQ

Access to the Hub

How do I gain access to the Hub?

- Providers that are already credentialed with Arkansas Blue Cross
  - Complete the **Request for Information (RFI):** https://www.arkansasbluecross.com/providers/provider-and-admin-request-for-information.
  - Each **provider** is required to have a **personal email** associated with their enrollment. The admin for the provider will also use the link in the email to create an enrollment.
  - Each **organization** is also required to have an admin. To request to be an admin for an organization, please complete the RFI linked above.
- Providers that are **not** already credentialed with Arkansas Blue Cross
  - New providers or their administrative contacts should complete the **Request for Application or RFA** using the following link: https://hub.veritystream.cloud/app/39307/ApplicationRequest.
  - After you have completed the RFA, we will grant you access within 3 business days. Providers will receive an email from ArkBlueCrossProviderNetworks@verity.cloud with instructions on how to complete their account setup. Administrative contacts will be cc'd on this email and may follow the same instructions and links in the email.

How do I become an administrative contact for a provider that is already credentialed with Arkansas Blue Cross?

- To become the administrative contact for a provider that is already credentialed with Arkansas Blue Cross please complete the Request for Information (RFI): https://www.arkansasbluecross.com/providers/provider-and-admin-request-for-information

How do I access the Hub after I've completed the Request for Information (RFI)?

- After you have completed the RFI, we will grant you access within 3 business days. Providers will receive an email from ArkBlueCrossProviderNetworks@verity.cloud with instructions on how to complete their account setup. Administrative contacts will be cc'd on this email and may follow the same instructions and links in the email.

Arkansas BlueCross BlueShield
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BlueAdvantage Administrators of Arkansas
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New and Recredentialing Applications

How do I know if a new or recredentialing application is due for a provider?

- When a new or recredentialing application is due for a provider, the provider and admin, if applicable, will receive an email from **ArkBlueCrossProviderNetworks@verity.cloud** indicating the type of application that is due. Additionally, in the Hub, a button to "Start Application" will be available under the name of the provider.

Can administrative contacts complete applications on behalf of providers?

- Administrative contacts may complete new and recredentialing applications on behalf of providers. However, any item requiring legal signatures such as initial participation applications, contracts, and recredentialing forms must be signed directly by the individual provider in the Hub. This ensures compliance with regulatory and legal standards, maintains the integrity of the contracting process, and protects both the provider and Arkansas Blue Cross from issues related to misrepresentation or unauthorized submissions.

How do I know that Arkansas Blue Cross received the completed application?

- After the provider submits the application, the status of the application will change to "Submitted." Later, this status will change to "Not Submitted" but will indicate the date of the last submission. We still have your application and are working to process it quickly.

How do I know the status of my new or recredentialing application?

- Arkansas MD/DO applications may take up to 60 days to process. All other provider types may take up to 90 days to process.
- You may check real-time network status, clinic affiliations, and other details by using this link: **https://providersearch.arkbluecross.com/index.html**
- If you have not received a network approval letter from **ArkBlueCrossProviderNetworks@verity.cloud** within the timeframes mentioned above, you may contact **providernetwork@arkbluecross.com** to request an update. Status requests for applications that have not reached these timelines will not receive a response.

How do I submit an application for my organization?

- An organization can complete the **Organization Request for Application** located at this link: **https://www.arkansasbluecross.com/docs/librariesprovider9/providers/00966-02-01-abh-medical-provider-application.pdf**

How do I check my network status?

- You may check real-time network status, clinic affiliations, and other details by using this link: **https://providersearch.arkbluecross.com/index.html**

Provider Updates

How does a provider change their email address or other information once they have access to the Hub?

- A provider or their administrative contact may change their email address or other information by selecting Provider Update in the Hub and providing updated information. It may take up to 6 days for us to process the update.

How do I change my name in the Hub?

- Changing your name can be done by emailing providernetwork@arkbluecross.com. Please include the phrase "Name Change" in the email subject line and include a copy of your new professional license that includes the updated name.

Organization Updates

How do I link a credentialed provider to an existing organization?

- To link a credentialed provider to an existing organization in the Hub, follow these instructions:
  - Choose "Organization" from the drop down menu.
  - Locate the organization that the provider needs to be linked to list of organizations that populate.
  - Access the Documentation Library, download and complete the **Clinic and Admin Authorization** form.
  - Under the organization that the providers needs to be linked to select the **Organization Update** link.
  - Under the **Supplements** section, upload the completed Clinic and Admin Authorization form using the upload button in the appropriate section.
    - Tip: if linking multiple providers to the same organization, save all forms as one file before uploading. Otherwise, Additional Documentation Upload 1 and 2 may be used for additional forms.

Adding locations to a group and/or provider

- To add a location to a provider, select Provider Update next to the name of the provider that needs to be updated and update the required information. Detailed instructions are in the Providers Updates section of the detailed user guide: https://www.arkansasbluecross.com/docs/librariesprovider9/providers/hub_provider-user-guide.pdf

How do I verify the update I've requested has been completed?

- It may take up to 6 days for us to process the update. You may check real-time network status, clinic affiliations, and other details by using this link: https://providersearch.arkbluecross.com/index.html

Additional Support

Is there additional guidance on how to use the Hub?

- Yes, a detailed user guide is available at this link: https://www.arkansasbluecross.com/docs/librariesprovider9/providers/hub_provider-user-guide.pdf