

Stay Connected - Individual Sales

Agent & Prospect Customer Service Support

Call: 800-844-9065 | Fax: 501-399-3920 | Email: AgentMarketingSupport@arkbluecross.com

- Questions regarding the information you see on your status report
- Questions about the status of an application in underwriting
- Corrections or additions to pending Medi-Pak or Under-65 applications
- Agent of Record (AOR) requests
- Effective date changes

Individual Agent Sales - Product Representatives:

- **Sabrina Feemster** (East): 501-786-1099 | srfeemster@arkbluecross.com
- **Candice Holt** (West): 501-944-0047 | cnholt@arkbluecross.com
- **Dana Gagen**, Sales Operations Analyst: 501-378-6659 | djgagen@arkbluecross.com
- **Matthew Creasman**, Manager: 501-247-6126 | mdcreasman@arkbluecross.com

ACA On-Exchange Medical, ACA Off-Exchange Medical & ARhome

Call ON- AND OFF-EXCHANGE Customer Service: 800-800-4298

- Billing issues
- New member kits/ID card issues
- Claims

HealthSherpa Help Desk

- 888-684-1373
- agent_support@healthsherpa.com

Eligibility & Cancellations

- For On-Exchange eligibility issues, you must call the Marketplace at **800-318-2596**.
- For ARHOME issues, you must contact the state.
- To reach the agent/broker Marketplace help line call **855-788-6275**.
- For Off-Exchange cancellations, fax 501-378-2435 or email eescancellation@arkbluecross.com

Medicare Advantage

Agent Customer Service Line:

- 844-915-0239

MA & PDP Member Customer Service Line:

- 844-463-1088

Medi-Pak Medicare Supplement, Dental and All Other Products

Call Customer Service: 800-238-8379 for help with:

- Claims, billing issues, bank draft issues and new member kits

Dental:

- For dental claims issues, call 888-223-4999

Hearing:

- For hearing claim issues, call 833-750-5899

For all cancellations, fax **501-378-2585** or email cancellations@arkbluecross.com

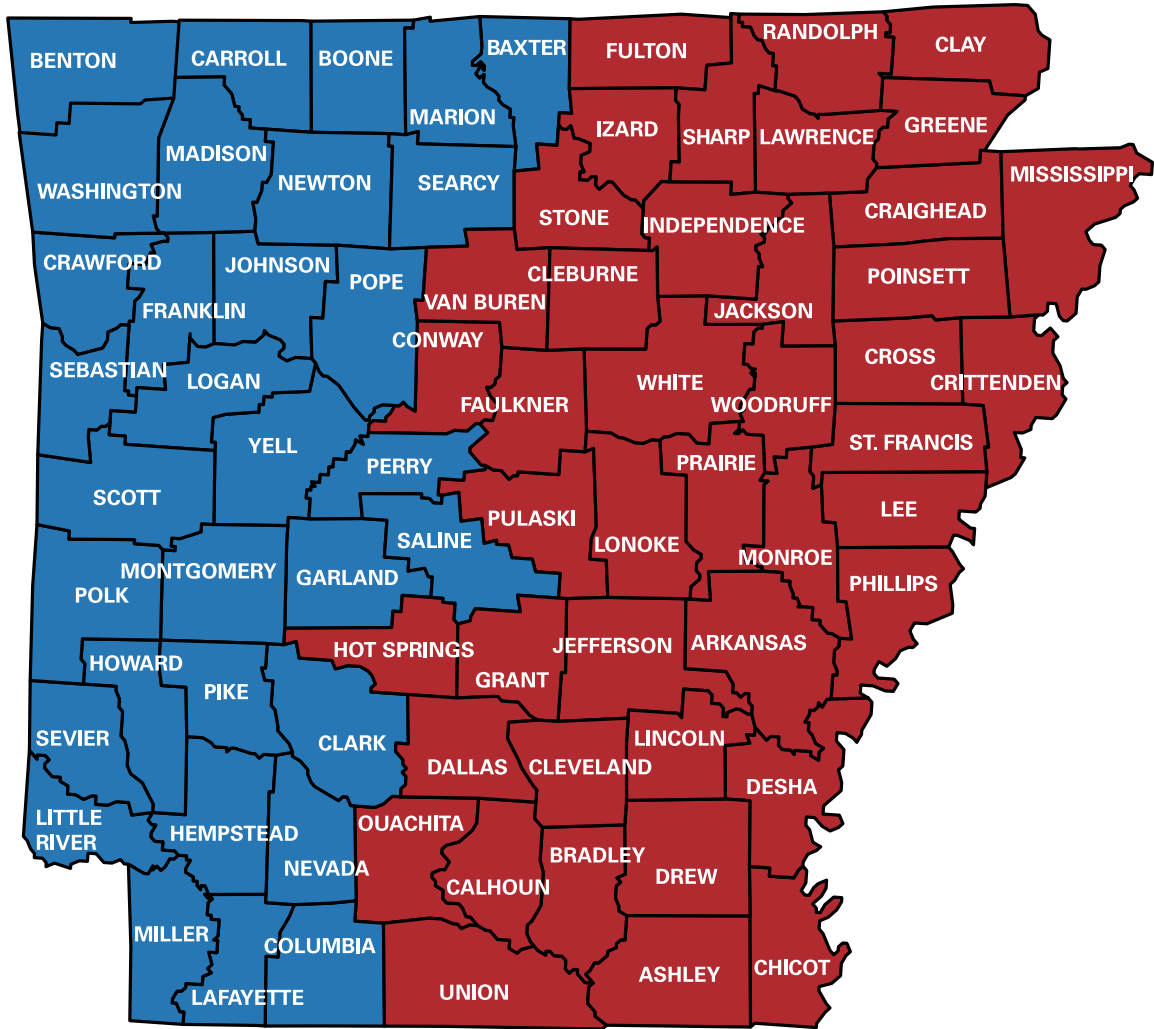
Commissions for Independent Agents

commissionsinquiries@arkbluecross.com

Licensing/Appointments

LicenseInquiries@arkbluecross.com

Agent Rep County Breakdown



Candice Holt

■ West



Sabrina Feemster

■ East



Dana Gagen

Sales Operations Analyst



Matthew Creasman

Individual Agent Sales Manager

