

**Magellan Medicaid Administration**

**Prior Authorization Call Center and Automated Voice Response System**

**On Behalf of Arkansas Medicaid**

**800-424-7895**

<p><b>Speak 'Member'</b> If you are a <b>RECIPIENT</b></p> <p><b>State one of the following options as a reason for your call:</b> 'PA Status' 'New Prior Authorization' 'Eligibility Status' 'Refill request' 'Denied prescription' 'Something else'</p> <p><b><i>When calling, please have the Member's Medicaid ID, DOB, and Zip Code.</i></b></p>	<p><b>Speak 'Prescriber'</b> If you are calling from a <b>PRESCRIBER'S OFFICE</b></p> <p><b>State the Medicaid ID number.</b></p> <p><b>State one of the following options as a reason for your call:</b> 'Preferred Drug List' 'PA Status' 'New Prior Authorization' 'Eligibility Status' 'Refill request' 'Denied prescription' 'Web Support' 'Something else'</p> <p><b><i>When calling, please have the Prescriber's Medicaid ID, Member's Medicaid ID, and DOB.</i></b></p>	<p><b>Speak 'Pharmacy'</b> If you are calling from a <b>PHARMACY</b></p> <p><b>State the NPI number.</b></p> <p><b>State one of the following options as a reason for your call:</b> 'Preferred Drug List' 'Rejected Claim' 'Claim Inquiry' 'Web Support' 'Member Billing' 'PA Status' 'Something else'</p> <p><b><i>When calling, please have the Pharmacy's NPI, Prescription Number, Member's Medicaid ID, and DOB.</i></b></p>
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**The Pharmacy Call Center is available from 8am to 5pm Monday through Friday, excluding state holidays. An after-hours voicemail option is available.**