

April 21, 2023

Dear Provider:

We have been asked by Arkansas Blue Cross Blue Shield to share the below:

The Walmart Health Plan administered by BlueAdvantage Administrators of Arkansas (a subsidiary of Arkansas Blue Cross and Blue Shield) is piloting a new Utilization Management vendor, American Health Holding (AHH), for certain Utilization Management services incurred on or after May 1, 2023. This impacts roughly a third of the Walmart Health Plan membership across all Blue Plans. Through AHH, the Walmart Health Plan will expand services on their prior authorization list to include certain outpatient services.

At this time there will be no changes to the member identification card, but AR Blue's call-routing and portals will direct providers to AHH, as appropriate.

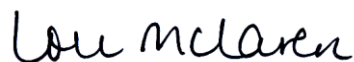
This will impact the following Member Prefixes:

- WMW
- WPS
- WTO
- WVO

Providers seeking information or submitting a pre-authorization request may contact American Health Holding (AHH) by calling (833) 462-0104 (Monday through Friday, 8:00AM – 8:00PM Eastern Standard Time), <https://walmart.ahhinc.com/>, or through fax at (877) 665-5542.

Thank you for your time. If you have any questions regarding this notice, feel free to contact your provider relations consultant. If you are not sure who that is, please email providerrelations@bcbsvt.com or call (888) 449-0443 option 1 and you will be directed to the appropriate person. Business hours are Monday through Friday from 8 a.m. to 4:30 p.m., except holidays.

Sincerely,



Lou McLaren
Director, Provider Services