

Medical & Pharmacy Information

Medical

Arkansas State University offers a generous medical plan to its benefit-eligible employees and their dependents. Below is the plan information and required government notices. The ASU System medical benefits are administered by Arkansas BlueAdvantage, and the pharmacy benefits are administered by EBRx, and claims are processed by Medimpact. Contact information is below:

Log on to www.blueadvantagearkansas.com or call 1-800-370-5853 to speak to customer service.

[Member Portal](#)

How do I get Medical Insurance?

Full-time benefit-eligible employees can enroll within their first 31 days of employment or during the annual open enrollment period.

I need a new Health Insurance Card. How do I get one?

Log in to the [member portal](#) to request a new card.

How can I view my Explanation of Benefits (EOB)?

Log in to the [member portal](#) to view your EOB's.

How do I find out if my doctor accepts Arkansas Blue Advantage?

To confirm, you will need to visit the [Arkansas Blue Advantage website](#).

Pharmacy Plan

Employees and dependents covered under the Arkansas State University System's health plan utilize the pharmacy formulary that is managed by UAMS EBRx. Claims are processed through MedImpact.

Visit www.medimpact.com to check the medication formulary, drug prices, enroll in the mail order program, or locate network pharmacies. To register, use the ID number on your medical card, but

exclude the first three letters (XCU), or call 877-391-1099

Contact EBRX at 833-339-8402 for questions, including coverage, appeals, or exceptions.

MD Live

You can access a doctor - 24 hours a day, seven days a week - from your home, office, or anywhere with internet access. MDLIVE is standing by with board-certified doctors and pediatricians who average 15 years of experience.

First-time users will need to create an [MDLIVE](#) account online to get started. View the instructions to get started!

Questions? Contact MDLIVE at 1-888-995-1049

Questions about Medical or Pharmacy Benefits? Reach out to [Human Resources](#). We are happy to help guide you through the process!

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