

## A&R Mailbox Frequently Asked Questions

1. What is the A&R Mailbox?  
**The A&R Mailbox is a secured Internet application that providers can log into and view/download correspondence that is normally mailed through the U.S. Postal Service.**
2. What documents are saved to the A&R Mailbox?  
**Correspondence that is normally sent through the mail will be saved to the A&R Mailbox. Examples include: acceptability letters, rate change notifications, finalized cost reports and NPR letters.**
3. What documents are not saved?  
**Correspondence that contains Private Health Information (PHI) will not be stored in the Mailbox. In addition, correspondence that is required to be sent certified mail will continue to be sent via certified mail.**
4. How will I be notified that a document has been saved to my mailbox?  
**When a document is saved to the mailbox, an email is sent notifying the user that the document is available for download.**
5. What happens to the documents in the mailbox after I download them?  
**Documents that are saved to the mailbox are sorted by fiscal year end, type, and title. These documents will continue to be saved in your mailbox for you to view/download anytime.**
6. How do I sign up for the mailbox?  
**Fill out the registration form and fax to: A&R Mailbox Administrators  
(402) 351-8797  
After your registration has been processed you will receive an email with your registration key.**
7. What other information is available on the Mailbox?  
**Selected claims pricing information can also be available to view through the Mailbox.**
8. Who is eligible to sign up?  
**Current person designated as main contact for A&R correspondence.**
9. Who can I contact with additional questions?  
**Please contact the Audit Supervisor assigned to your facility.**