



## PROVIDER MANUAL UPDATES

May 6, 2021

The **Care1st Provider Manual** has been updated (April 2021 revision date) and is available on our website: [www.care1staz.com](http://www.care1staz.com) > Care1st > Providers > Manual

In addition to a link to the complete manual, each section of the manual has its own link. You may view, search and print as needed. The table below outlines the changes made by section:

Section	Title	Updates
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> <li>• Added new section for General and Informed Consent to Treatment</li> <li>• Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Care Coordination</li> <li>○ Referrals and Prior Authorization</li> <li>○ Medical Records</li> </ul> </li> </ul>
IX	Medical Operations	<ul style="list-style-type: none"> <li>• Updated Pharmacy Management Section</li> </ul>
VI	Covered Services	<ul style="list-style-type: none"> <li>• Updated the Pharmacy Section</li> <li>• Updated Dental</li> </ul>
VII	Behavioral Health Services	<ul style="list-style-type: none"> <li>• Removed General and Informed Consent to Treatment (moved to section III)</li> <li>• Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Referral &amp; Intake Process</li> <li>○ Eligibility Verification and Screening</li> <li>○ Assessment and Service Planning</li> <li>○ SMI Eligibility Determination</li> <li>○ Workforce Development and Training Requirements</li> <li>○ Peer/Recovery Support Specialist Training, Credentialing, and Supervision Requirements</li> <li>○ Transfer of Care</li> </ul> </li> </ul>
VIII	Claims Disputes and Appeals	<ul style="list-style-type: none"> <li>• Updated Care1st Provider Claim Disputes mailing address</li> </ul>
XI	Billing, Claims and Encounters	<ul style="list-style-type: none"> <li>• Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Claims Submission Address</li> <li>○ Required Claim Fields</li> <li>○ Claims Resubmission Policy</li> <li>○ Submissions/Corrected Claims</li> <li>○ Maternity Services</li> </ul> </li> </ul>
XII	Fraud, Waste, and Abuse	<ul style="list-style-type: none"> <li>• Updated Fraud and Abuse section</li> </ul>

If you do not have access to the internet and need a hard copy of the manual, please contact Network Management as outlined below.

***Thank you!***

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Visit our website at [www.care1staz.com](http://www.care1staz.com)

*Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info*