



## PROVIDER MANUAL UPDATES

September 29, 2022

The Care1st Provider Manual has been updated (September 2022 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>• Updated Appointment Availability Standards</li></ul>
VII	Behavioral Health Services	<ul style="list-style-type: none"><li>• Added section for Crisis Services</li></ul>
XI	Billing, Claims and Encounters	<ul style="list-style-type: none"><li>• Update to multiple sections:<ul style="list-style-type: none"><li>○ Claims Customer Services – Phone Numbers and hours of operation</li><li>○ Required Claim Fields</li><li>○ Remittance Advices/Explanation of Payment Columns and Descriptions</li><li>○ Benefit Coordination and Fiscal Responsibility for Behavioral and Physical Health Services</li><li>○ Modifiers</li><li>○ Operative Report</li><li>○ Refunds</li><li>○ Maternity CPT Procedure Codes</li><li>○ Surgical Providers</li></ul></li><li>• Removed Medical Claims Review 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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Care1st Network Management

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