



10/1/22 RBHA Implementation & 12/1/22 ACC System Migration What You Need to Know! Vol 4

November 21, 2022

Page 1 of 15

Dear Care1st Providers, Office Staff and Billing Staff:

This is a follow up to our 9/26/22 communication.

Care1st currently administers physical and behavioral health services to approximately 85,000 AHCCCS Complete Care (ACC) members in the Northern Geographic Services Area (GSA). The Northern GSA includes Mohave, Coconino, Navajo, Apache, and Yavapai Counties.

Effective 10/1/22, we began serving as the Regional Behavioral Health Authority (RBHA) in the Northern GSA. We onboarded approximately 6,000 AHCCCS RBHA members in the Northern GSA from Health Choice. RBHA responsibilities include administering integrated physical and behavioral services to members living with serious mental illness (SMI), administration of the crisis system, and grant administration activities.

System Platform

Care1st is operating the new RBHA business on Centene systems, which are different from the systems currently used for our existing ACC business. This resulted in changes to how you work with Care1st. Examples include:

1. Different Payor ID for electronic claims submission
2. Different address for paper claims submission
3. Additional NPI Requirements
4. Different process for claim remittance advices
5. Variety of new forms
6. Different public facing website and provider portal (with enhanced capabilities)

FOR DATES OF SERVICE 12/1/22 AND AFTER we will migrate our ACC business to the same platform as the RBHA.

[IMPORTANT] Please carefully review the *claim submission table on page 2* as we are seeing ACC claims billed to the claim address that is not effective until 12/1/22. This results in a claim rejection which we very much want to avoid! We've added the *top claim rejection reasons we are seeing on page 3*. For instructions on *how to identify an ACC vs. RBHA member, refer to page 5*.

The following pages contain detail to help you navigate the processes for both RBHA and ACC members. Please review and contact us at the numbers below if you have questions or would like talk to through anything we outline in this or subsequent communications.

Thank you!

Claim Submission

****PAYER IDs ARE DIFFERENT BASED ON DOS AND LINE OF BUSINESS! USE THE TABLE BELOW TO VERIFY PAYER IDs TO AVOID CLAIM PROCESSING DELAYS AND/OR REJECTIONS! ****

Date of Service (DOS)	Line of Business	Claim Type	EDI Clearinghouse Payer ID	Paper Claims Mailing Address
DOS on or after 10/1/22 NEW	RBHA	Professional and Institutional	68069	Care1st Health Plan PO Box 8070 Farmington, MO 63640-8070
DOS through 11/30/22 NO CHANGE	ACC	Professional and Institutional	57116	Care1st Health Plan Claims Department PO Box 31224 Tampa, FL 33631
DOS on or after 12/1/22 CHANGE	ACC	Professional and Institutional	68069	Care1st Health Plan PO Box 8070 Farmington, MO 63640-8070

Additional Claim Submission Instructions - RBHA DOS ON AND AFTER 10/1/2022

RBHA Professional Services

- When billing a professional service with dates of *service (DOS) spanning before and after 10/1/22*, to avoid eligibility rejections, please split the services into two separate claim submissions.
- Also, if the 1st DOS on claim is prior to 10/1/22 the claim will be rejected, so please make sure the 1st DOS listed is 10/01/22 or after.
- Submit DOS prior to 10/1/22 to Health Choice and DOS 10/1/22 on and after to Care1st:
 - Professional (837P) service date for all claim lines is in Loop 2400 (DTP*472*from-through~) or in FL-24a the unshaded area on the CMS1500 02/12 paper form.

RBHA Institutional Outpatient Bill Type and Non-DRG Services

- When billing dates of service *spanning before and after 10/1/22*, to avoid eligibility rejections, please split the services into two separate claim submissions.
- Also, if the 1st DOS on the claim is prior to 10/1/22, the claim will be rejected; please make sure the 1st DOS listed is 10/01/2022 or after.
- When billing services with an outpatient bill type or non-DRG institutional services, please use the earliest "From Date" in the claim submission.
 - Institutional statement earliest service date is in Loop 2300 (DTP*434*from-through~) or in FL-06 of the UB-04 CMS-1450 paper form.

RBHA Institutional Inpatient DRG Services

- When billing institutional inpatient DRG services please use the 'Through Date Institutional' statement date located in Loop 2300 (DTP*434*from-through~) or FL-06 of the UB-04 CMS-1450 paper form.
- Should the admission date and discharge date span the 10/1/22 cutover date, AHCCCS requires that the "From Date" be sent as the subscriber's earliest effective date with the payer responsible for the claim based on the date of discharge.
- Also, if the 1st DOS on the claim is prior to 10/1/22, the claim will reject; please make sure the 1st DOS listed is 10/1/22 or after.

Billing NPI, i.e., Organizational NPI aka GNPI is Required

- Box 33a on CMS-1500 paper submissions or 837P - Loop 2010AA NM108 / NM109
- Box 56 on UB-04 paper submissions or 837I - Loop 2010AA NM108 / NM109

Claim Rejections

- Claims that are not legible or not submitted on the correct form type or not submitted in conformance with the Health Insurance Portability and Accountability Act (HIPAA) transactions requirements, National Uniform Claim Committee Edits (NUCC) and 5010 Standards, will be returned to providers without being processed. This is known as a claim or encounter rejection.
- Rejected Claims or Encounters do not count as a clean initial submission. Timely filing guidelines are not considered for rejected claims.
- For successful electronic data interchange (EDI) claim submission, please utilize the electronic reporting made available by your vendor or clearinghouse. There may be several levels of electronic reporting:
 - Acceptance/rejection reports from EDI vendor
 - Acceptance/rejection reports from EDI clearinghouse
 - Acceptance/rejection reports from the Health Plan
- We encourage you to contact your vendor or clearinghouse to see how these reports can be accessed and viewed. All electronic claims that rejected must be corrected and resubmitted. Rejected claims may be resubmitted electronically.
- Top rejection reasons we are seeing include:
 1. Invalid Member
 2. Invalid Member Date of Birth
 3. DOS prior to 10/1/22

Additional Claim Instructions – ACC DOS THROUGH 11/30/22

NO CHANGE FROM CURRENT PROCESS

Additional Claim Instructions – ACC DOS ON AND AFTER 12/1/22

ACC Professional Services

- When billing a professional service with dates of *service (DOS) spanning before and after 12/1/22*, to avoid processing rejections, please split the services into two separate claim submissions
- DOS prior to 12/1/22 bill claim to Payer ID 57116 or the Tampa address
- DOS 12/1/22 on and after bill claim to Payer ID 68069 or the Farmington address:
- Professional (837P) service date for all claim lines is in Loop 2400 (DTP*472*from- through~) or in FL-24a the unshaded area on the CMS1500 02/12 paper form.

ACC Institutional Outpatient Bill Type and Non-DRG Services

- When billing dates of *service spanning before and after 12/1/22*, to avoid processing rejections, please split the services into two separate claim submissions.
- When billing services with an outpatient bill type or non-DRG institutional services, please use the 'From Date Institutional' statement date located in Loop 2300 (DTP*434*from-through~) or FL-06 of the UB-04 CMS-1450 paper form and the Service Line Date located in Loop 2400 (DTP*472*D8*date~ or DTP*472*RD8*from-through~) or FL-45 of the UB-04 CMS -1450 paper form to determine which payor ID/address for submissions
- From Date/Service Line Date prior to 12/1/22 bill claim to Payer ID 57116 or the Tampa address
- From Date/Service Line Date (box 45) 12/1/22 and after bill claim to Payer ID 68069 or the Farmington address

ACC Institutional Inpatient DRG Services

- When billing institutional inpatient DRG services please use the 'From Date Institutional' statement date located in Loop 2300 (DTP*434*from-through~) or FL-06 of the UB-04 CMS-1450 paper form to determine which payor ID/address for submissions
- From Date prior to 12/1/22 bill claim to Payer ID 57116 or the Tampa address
- From Date 12/1/22 and after bill claim to Payer ID 68069 or the Farmington address

Billing NPI, i.e., Organizational NPI aka GNPI is Required

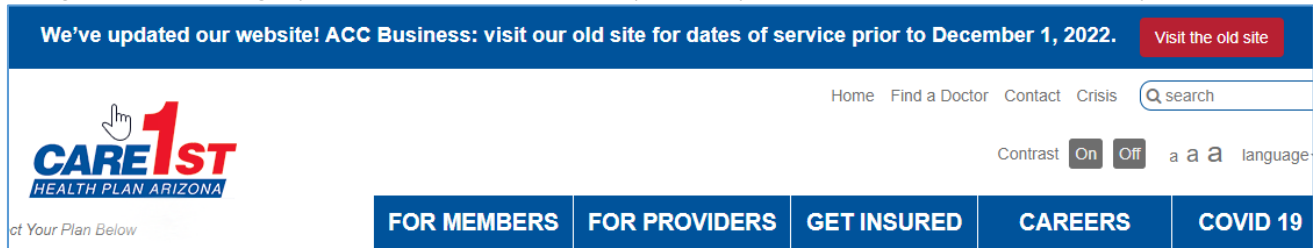
- Box 33a on CMS-1500 paper submissions or 837P - Loop 2010AA NM108 / NM109
- Box 56 on UB-04 paper submissions or 837I - Loop 2010AA NM108 / NM109

Website and Provider Portal www.care1staz.com

On 10/1/22 we launched a new website using our existing www.care1staz.com domain name to support our new RBHA business. Because our RBHA and ACC business are on different systems between 10/1/2022 and 12/1/2022, we are providing access to our legacy website to support our ACC business and our new website to support our new RBHA business. On 10/1/22 the new www.care1staz.com was launched to support our new RBHA business. The new site has a clearly labeled button, prominent on the home page, that takes you back to the legacy website for content specific to our ACC business (including the provider portal) being operated on legacy Care1st systems.

Once both the RBHA and ACC business is on the same system (dates of service 12/1/2022 and after), the new www.care1staz.com website will support both RBHA and ACC business and we will continue to provide access to the old provider portal for ACC claim information for DOS prior to 12/1/22.

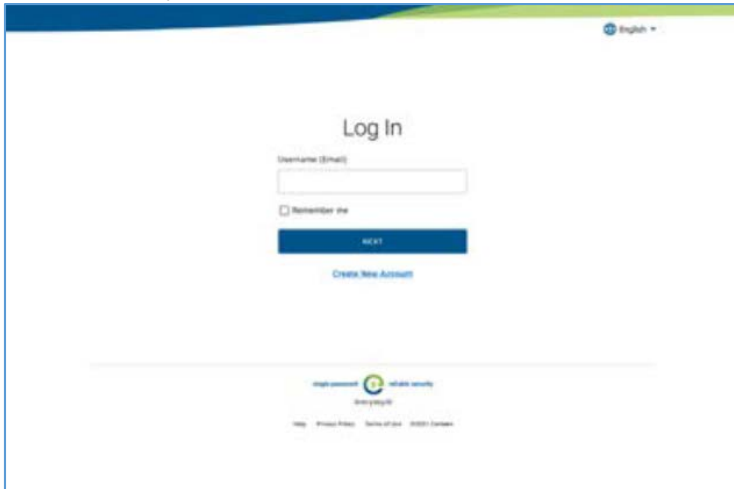
The picture below shows the new website home page. See the “Visit the old site” button on the upper right. You’ll use it to get back to the legacy Care1st website and secure provider portal for ACC information for DOS prior to 12/1/22.



Portal Registration Instructions

Use the portal to:

- Verify member eligibility
- Check claim status and submit reconsiderations
- Submit and confirm prior authorizations
- View detailed patient roster



1. Select **Login** at the top of the For Providers Menu
2. Select **login/register**
3. Select **Create New Account**
4. **Type your email address** and **click Next** on the EntryKeyID login screen
5. **Setup your EntryKeyID login preferences** (first and last name, language, and password)
6. Click **Create Account**, and receive an email to verify who you are
7. Click **Activate Your New Account** in the EntryKeyID account activation email to establish your identity to use our portal
8. On the confirmation screen, click **Log In To Register > Enter your password and log into the portal**

How to identify a member is RBHA or ACC using the AHCCCS Online Eligibility Verification portal

1. Navigate to the 'Behavioral Health Services' tab
2. Under the 'BHS Category', you will see 'SMI' (RBHA) or 'GENERAL MENTAL HEALTH SERVICES' (ACC)
3. For members transitioning from Health Choice to Care1st, expect to see the Health Choice Arizona line with an 'End Date' of 9/30/2022 and a newly added SMI line with a 'Begin Date' of 10/1/2022 and a BHS Category of 'CARE 1ST ARIZONA'

Member Eligibility Verification: Eligibility And Enrollment

Requested Data:

AHCCCS ID: [REDACTED] DOB: [REDACTED] Last Name: [REDACTED]
 Begin Date of Service: 01/01/2022 First Name: [REDACTED]
 End Date of Service: 09/20/2022 SSN: [REDACTED]
 Medicare Claim Number [REDACTED]
 OR
 Medicare Beneficiary ID: [REDACTED]

Returned Data:

AHCCCS ID: [REDACTED] DOB: [REDACTED] Last Name: [REDACTED]
 Gender: M First Name: [REDACTED]
 SSN: [REDACTED]
 Medicare Beneficiary ID: [REDACTED]

BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	09/13/2022	09/12/2022	52 HEALTH CHOICE ARIZONA	OH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	11/01/2019		50 CARE 1ST ARIZONA	OH MENTAL HEALTH FACILITY - OUTPATIENT


AZ State Behavioral Health Services
NO SMI FOUND

*** This verification does not constitute a guarantee of payment ***

The tables on the following pages provide details, comments, and instructions for key areas/topics by line of business and effective date:

Topic	Line of Business	Effective Date	Details/Comments/Instructions
Website / Provider Portal	RBHA	DOS 10/1/22 & after	Our new website will be accessed through the current domain, www.care1staz.com to support our new RBHA business on Centene platforms. <i>Registration instructions for the new secure provider portal are outlined above.</i>
	ACC	DOS through 11/30/22	On 10/1/22, the new www.care1staz.com site will have a clearly labeled button, prominent on the home page, that will take you back to the current website for content specific to our ACC business (including the provider portal) being operated on legacy Care1st systems.
	ACC	DOS 12/1/22 and after	On 12/1/22, the new www.care1staz.com website will support both the RBHA and ACC business and we will continue to provide access to the old provider portal for ACC claim information for DOS prior to 12/1/22.

Topic	Line of Business	Effective Date	Details/Comments/Instructions
Claim Disputes & Appeals	RBHA	DOS 10/1/22 & after	<i>Submit Claims Disputes & Appeals to:</i> Care1st Health Plan Attention Grievances and Appeals 1850 W Rio Salado, Suite 211 Tempe, AZ 85281
	ACC	DOS through 11/30/22	<i>Submit Claims Disputes & Appeals to:</i> Care1st Health Plan Attention Grievances and Appeals 1850 W Rio Salado, Suite 211 Tempe, AZ 85281
	ACC	DOS 12/1/22 and after	<i>Submit Claims Disputes & Appeals to:</i> Care1st Health Plan Attention Grievances and Appeals 1850 W Rio Salado, Suite 211 Tempe, AZ 85281
Contact List	RBHA	DOS 10/1/22 & after	Please see contact list on page 16
	ACC	DOS through 11/30/22	Please see contact list on page 15
	ACC	DOS 12/1/22 and after	Please see contact list on page 16
Dental	RBHA	DOS 10/1/22 & after	Involve Dental will administer dental services. Separate details are being shared with the dental network
	ACC	DOS through 11/30/22	NO CHANGE
	ACC	DOS 12/1/22 and after	Involve Dental will administer dental services. Separate details are being shared with the dental network
EFT/835 (Electronic Remittance Advices)	RBHA	DOS 10/1/22 & after	EFT/835 (Electronic Remittance Advice): Payspan Health® You must register. Please begin now! Separate instructions are further down
	ACC	DOS through 11/30/22	NO CHANGE
	ACC	DOS 12/1/22 and after	See RBHA row above. You only need to register once. If you register for RBHA you will be ready for the ACC change for DOS 12/1/22 and after
Formulary (Preferred Drug Lists)	RBHA	DOS 10/1/22 & after	The Preferred Drug Lists are available on our website www.care1staz.com
	ACC	DOS through 11/30/22	NO CHANGE. Use the existing Preferred Drug List available on our website www.care1staz.com
	ACC	DOS 12/1/22 and after	The Preferred Drug List will be available on our website www.care1staz.com beginning on 12/1/22.
Lab Services	RBHA	DOS 10/1/22 & after	Sonora Quest is our exclusive lab partner
	ACC	DOS through 11/30/22	NO CHANGE. Sonora Quest is our exclusive lab partner
	ACC	DOS 12/1/22 and after	NO CHANGE. Sonora Quest will remain our exclusive lab partner

Topic	Line of Business	Effective Date	Details/Comments/Instructions
Member ID Card	RBHA	DOS 10/1/22 & after	<p>Integrated SMI Members received a new ID card from Care1st in early October</p>  <p>Arizona Health Care Cost Containment System</p> <p>Member Name: <Member Name> AHCCCS ID#: <Member ID> Care1st Health Plan Arizona Member Services: <1-866-560-4042> (TTY/TDD: 711) Nurse Advice Line: <1-877-236-0375> Crisis Services: <1-XXX-XXX-XXXX> RxBIN: <004336> RxPCN: <MCAIDADV> RxGRP: RX<5496></p> <p>IMPORTANT INFORMATION</p> <p>In a life threatening emergency call 911 or go to the nearest emergency room. Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee for services. To verify benefits visit: www.care1staz.com</p> <p>Submit Medical & BH Claims to: EDI Claims Payer ID: 68069 PO Box 8070 Farmington, MO 63640-8070</p> <p>Submit Dental Claims to: EDI Claims Payer ID: 46278 Envolve Dental Claims PO Box 21588 Tampa, FL 33622-1588</p> <p>Medical/BH Prior Authorization & Claims: <1-866-560-4042> Dental Prior Authorization & Claims: <1-844-876-2028> Pharmacy Help Desk: <1-877-817-0474></p>
	ACC	DOS through 11/30/22	NO CHANGE
	ACC	DOS 12/1/22 and after	Members are receiving a new ID card from Care1st. See picture above in RBHA section
NPI Notification	RBHA	DOS 10/1/22 & after	Billing NPI, i.e., Organizational NPI aka GNPI is required on your claims. To avoid claim pends, denials, etc., it's critical you notify Network Management of all billing GNPIs you are including on your claims <i>before you bill</i> so we can confirm the GNPI(s) is loaded in our system. Also see Additional Claim Submission Instructions sections above.
	ACC	DOS through 11/30/22	NO CHANGE
	ACC	DOS 12/1/22 and after	See RBHA row above
Paper and .pdf Remittance Advices	RBHA	DOS 10/1/22 & after	Providers receiving paper remittance advices receive them from Emdeon aka Change Healthcare. You may also download a copy from our secure provider portal.
	ACC	DOS through 11/30/22	NO CHANGE.
	ACC	DOS 12/1/22 and after	See RBHA row above

Topic	Line of Business	Effective Date	Details/Comments/Instructions
Prior Authorizations (PAs)	RBHA	DOS 10/1/22 & after	<p>HealthChoice shared <i>open</i> (unused) PAs with Care1st. Care1st is honoring these through the expiration date or 12/31/22, <i>whichever comes first</i>.</p> <p><i>Behavioral Health Inpatient Services</i>: Please submit concurrent information for BHRF levels of care or higher at least 24 hours prior to last covered day</p> <p><i>Behavioral Health Outpatient Services</i> i.e., IOP, TMS, ECT: Please submit request 5 days prior to last covered day to avoid a disruption in service delivery.</p>
PAs - Outside Partners	RBHA	DOS 10/1/22 & after	<p>Although the Care1st PA Team is responsible for most PAs, Care1st works with outside partners for review of PA for certain services. Those partners, listed below also are honoring the open Health Choice PAs through expiration or 12/31/22, whichever comes first.</p> <ol style="list-style-type: none"> 1. Complex imaging, MRA, MRI, PET, and CT: NIA. NIA honoring open PAs through expiration or 12/31/22, whichever comes first. https://www1.radmd.com/radmd-home.aspx (800) 327-0641. 2. Dental Services: Envolve Dental. Envolve Dental honoring open PAs through expiration or 12/31/22, whichever comes first. https://dental.envolvehealth.com/ (844) 876-2028. 3. Orthopedic Procedures: Turning Point. Although Turning Point reviews requests, PAs are entered into the Care1st system for claims payment. Open Health Choice PAs for these services are being honored through expiration or 12/31/22, whichever comes first http://www.tpshealth.com/ (480) 865-2486.
	ACC	DOS through 11/30/22	NO CHANGE. Follow the same process you follow today.
	ACC & RBHA	DOS 12/1/22 and after	<p>See RBHA section above PLUS:</p> <p>Oncology/Supportive Drugs: New Century Health. Open PAs will be honored through expiration or 12/31/22, whichever comes first. New oncology/supportive drug requests should be submitted to New Century Health directly https://my.newcenturyhealth.com (877) 624-8601</p>

Topic	Line of Business	Effective Date	Details/Comments/Instructions						
PAs	RBHA	DOS 10/1/22 & after	<p>What if I don't have an existing open PA and am providing a service 10/1/22 and after to a former Health Choice member, now Care1st member?</p> <ul style="list-style-type: none"> If you are not a participating (non-par) provider with Care1st, like all non-par providers, a PA is required for all services. You may submit a PA request via fax <table border="1"> <tr> <td>BH Inpatient / Outpatient</td> <td>(833) 592-1301</td> </tr> <tr> <td>Medical PA</td> <td>(833) 618-1979</td> </tr> <tr> <td>Inpatient/SNF</td> <td>(833) 618-2174</td> </tr> </table> If you are a participating (par) provider with Care1st, you should determine if a PA is needed before providing the service by using our Pre-Auth Check Tool on our web site www.care1staz.com beginning on 10/1/22. If a PA is needed, you may submit a request via fax (see bullet 1 above for fax numbers). 	BH Inpatient / Outpatient	(833) 592-1301	Medical PA	(833) 618-1979	Inpatient/SNF	(833) 618-2174
	BH Inpatient / Outpatient	(833) 592-1301							
	Medical PA	(833) 618-1979							
Inpatient/SNF	(833) 618-2174								
ACC	DOS through 11/30/22	NO CHANGE. Follow the same process you use to obtain PA today							
ACC	DOS 12/1/22 and after	<ul style="list-style-type: none"> Open (unused) PAs will be moved from the current claims system to the new system New PA requests may be submitted via fax <table border="1"> <tr> <td>BH Inpatient / Outpatient</td> <td>(833) 592-1301</td> </tr> <tr> <td>Medical PA</td> <td>(833) 618-1979</td> </tr> <tr> <td>Inpatient/SNF</td> <td>(833) 618-2174</td> </tr> </table> 	BH Inpatient / Outpatient	(833) 592-1301	Medical PA	(833) 618-1979	Inpatient/SNF	(833) 618-2174	
BH Inpatient / Outpatient	(833) 592-1301								
Medical PA	(833) 618-1979								
Inpatient/SNF	(833) 618-2174								
PA Form Location	RBHA	DOS 10/1/22 & after	Updated PA Form(s) are located on our website www.care1staz.com						
	ACC	DOS through 11/30/22	NO CHANGE. Continue to use the same form you use today and submit exactly as you do today						
	ACC	DOS 12/1/22 and after	Use the same Prior Auth Form used for RBHA members that is located on our website www.care1staz.com						
PA Guidelines	RBHA	DOS 10/1/22 & after	Our Pre-Auth Check Tool identifies PA requirements by code and is available on our website www.care1staz.com						
	ACC	DOS through 11/30/22	NO CHANGE. Use the existing Prior Auth Guidelines available on www.care1staz.com						
	ACC	DOS 12/1/22 and after	Our Pre-Auth Check Tool identifies PA requirements by code and will be available on our website www.care1staz.com beginning on 12/1/22.						
Pharmacy BIN, PCN and Group number	RBHA	DOS 10/1/22 & after	BIN: 004336 PCN: MCAIDADV Group# RX5496						
	ACC	DOS through 11/30/22	NO CHANGE. BIN: 004336 PCN: MCAIDADV Group#: RX8897						
	ACC	DOS 12/1/22 and after	BIN: 004336 PCN: MCAIDADV Group#: RX5496						

Topic	Line of Business	Effective Date	Details/Comments/Instructions
Pharmacy Email Box	RBHA	DOS 10/1/22 & after	care1stpharmacy@care1staz.com Email box is available for questions on the Preferred Drug Lists or in office injectables (bio-pharmacy) requests)
	ACC	DOS through 11/30/22	care1stpharmacy@care1staz.com Email box is available for questions on the Preferred Drug Lists or in office injectables (bio-pharmacy) requests)
	ACC	DOS 12/1/22 and after	care1stpharmacy@care1staz.com Email box is available for questions on the Preferred Drug Lists or in office injectables (bio-pharmacy) requests)
Pharmacy PAs	RBHA	DOS 10/1/22 & after	HealthChoice shared open pharmacy PAs with Care1st. Care1st is honoring open pharmacy PAs through expiration or 9/30/23, <i>whichever comes first</i> . In office injectables (bio-pharmacy) are being honored through expiration or 12/31/22, <i>whichever comes first</i>
	ACC	DOS 12/1/22 and after	Open (unused) PAs will be moved from the current system to the new system
Pharmacy PA Form	RBHA	DOS 10/1/22 & after	Updated PA Form(s) are located on our website www.care1staz.com
	ACC	DOS through 11/30/22	NO CHANGE. Continue to use the same form you use today and submit exactly as you do today.
	ACC	DOS 12/1/22 and after	Use the updated PA Form(s) located on our website www.care1staz.com
Pharmacy PA Submission	RBHA	DOS 10/1/22 & after	<ul style="list-style-type: none"> Pharmacy PA request for a DOS 10/1/22 and after submit request electronically via Cover my Meds link: https://www.covermymeds.com/main/prior-authorization-forms/ or fax PA request to 602-778-8387 For in office injectables (bio-pharmacy) submit requests via our Secure Provider Portal located on our website at https://www.care1staz.com/providers/login.html or fax PA request to 833-417-0447.
	ACC	DOS through 11/30/22	NO CHANGE. Continue to follow the same process you follow today for pharmacy PA requests and in office injectables (bio-pharmacy) drug PA requests
	ACC	DOS 12/1/22 and after	<ul style="list-style-type: none"> When submitting pharmacy PA request for a DOS 12/1/22 and after submit request electronically via Cover my Meds link: https://www.covermymeds.com/main/prior-authorization-forms/ or fax PA request to 602-778-8387 For in office injectables (bio-pharmacy) PA requests through the medical benefit submit requests via our secure Provider Portal located on our website at https://www.care1staz.com/providers/login.html or fax PA request to 833-417-0447

Topic	Line of Business	Effective Date	Details/Comments/Instructions
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Routine Vision	RBHA	DOS 10/1/22 & after	Please review and follow instructions in Claim Submission table on page 3 of this communication
	ACC	DOS through 11/30/22	NO CHANGE
	ACC	DOS 12/1/22 and after	Please review and follow instructions in Claim Submission table on page 3 of this communication

How to Register with Payspan for EFT/835/Electronic Remittance Advices Please, please, register for PaySpan now! Don't wait! We want your EFT payments to continue seamlessly. Registration is a single process that enrolls you for both electronic payment and Electronic Remittance Advice (ERA) at the same time.

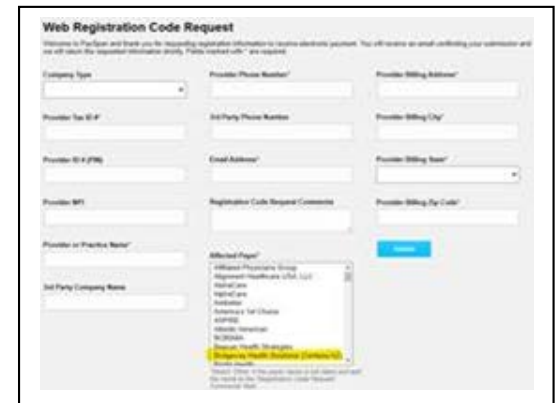
The following is needed to register:

1. Registration Code (details below)
2. Personal Information, i.e., practice admin
3. Account Setup, i.e., TIN, GNPI, Bank Account Info
4. Verification of Your Information

Registration Code details: (3 ways to obtain request Reg Code)

Link: <https://www.payspanhealth.com/RequestRegCode/>

1. Complete "Web Registration Code Request and you will receive a REG CODE via email
2. Request Reg Code by sending email to:
 - providersupport@payspanhealth.com and request available registration codes and include TIN, Health Plan name, and your contact information (name, title, phone number)
3. Call Payspan at 877-331-7154, Option 1 – Monday thru Friday 8:00 am to 8:00 pm ET



After you register for electronic payments (EFT), you will:

1. Receive a deposit of less than one dollar from Payspan within a few business days
2. Contact your financial institution to obtain the amount
3. Login in to Payspan
4. Click *Your Payments*
5. Click the *Account Verification* link to activate your account
6. The deposit doesn't need to be returned to Payspan

Options for Remittance Viewing and Receipt

You have several options for viewing and receiving remittance details. Payspan will match your preference for remittance information, with the following options:

- HIPAA-compliant datafile that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed in your location

If you are already registered with Payspan for another health plan, follow the steps below to register codes to your existing Payspan account

1. Go to www.payspanhealth.com and login to your account
2. Click *Your Payments*
3. Once on the 'Your Payments and Remits' page; to the left of the page select the 'Reg Codes' button under the 'Manage' section.
4. On the right select 'Add New Reg. Code'.
5. Enter the Registration Code, Provider Identification Number (PIN)
6. Tax Identification Number (TIN).
7. Click *Start Registration* and follow the remaining steps.

Once your registration codes are activated, please allow up to 24 hours to access EOPs on the Payspan Portal.

****REMINDER: Updates to your practice data can generate new Registration Codes that must be activated to receive EFT payments and 835 files. Please login to your Payspan account weekly to monitor and activate any new Registration Codes. ****

For additional assistance, click the following link to access a list of commonly asked questions at <https://www.payspanhealth.com/nps/Support/Index> or contact Payspan via email at providersupport@payspanhealth.com or by phone at (877) 331-7154, Option 1.

BROWSERS: Use the Payspan portal with Google Chrome, Mozilla Firefox, or Microsoft Edge

New list will be published and distributed in November

ACC				
1.866.560.4042				
Department	Phone	Fax	Website/Portal	Email Box
Care Management/Disease Management	Options 5, 3	602.224.4372		
Claims Customer Service	Options 5, 4	602.778.8346		
Claim Disputes and Appeals	Options 5, 8	602.778.8371		
Claim Liaison	Please send correspondence to email box	602.778.8346		AZClaimsLiaisons@Care1stAZ.com
Compliance	888.788.4408	N/A		AzCHPrivacy@azcompletehealth.com
Customer Service	Options 5, 3	602.778.1814		
Dental-DentaQuest	800.440.3408	262.241.7150	https://dentaquest.com/	
Fraud, Waste & Abuse	888.778.4408 866.685.8664 24/7 Hotline			AzCHFWA@azcompletehealth.com
Inpatient Behavioral Health Admission Notifications	FAX notice of admission	602.778.1838		
Inpatient Physical Health Admission Notifications	FAX notice of admission	602.778.1838		
Inpatient SNF Notifications	FAX notice of admission	602.778.8386		
Network Management	Options 5, 7	602.778.1875		sm_az_PNO@care1staz.com
Newborn Notification	FAX notice of admission	602-521-7001		
New Century Health (Oncology/Supportive Drugs)	888.999.7713 effective 12/1/22	877.624.8602	https://my.newcenturyhealth.com	
NIA (Complex imaging, MRA, MRI, PET and CT)	800.327.0641 Options 5, 6, 3	800.784.6864	https://www1.radmd.com/radmd-home.aspx	
Prior Auth-Behavioral Health Inpatient	Options 5, 6, 2	602.778.1838		
Prior Auth-Behavioral Health Outpatient	Options 5, 6, 2	602.778.1838	www.care1staz.com	
Prior Auth-Biopharmacy (In office Injectables)	Options 5, 5	602.778.8387		care1stpharmacy@care1staz.com
Prior Auth-Dental	Options 5, 6, 1, 1 (DentaQuest)	262.241.7150 We encourage you to submit requests for PA through DentaQuest Portal	https://dentaquest.com/	
Prior Auth-Elective Inpatient & All Outpatient	Options 5, 6, 2	602.778.1838		
Prior Auth-Medical Status Inquiry	Options 5, 6, 2			
Prior Auth-Medical Urgent Telephonic Requests or Revisions to Existing Prior Auth or Questions on Denied Auth	Options 5, 6, 2			
Prior Auth-Pharmacy	Options 5, 5	602.778.8387	https://www.covermymeds.com/main/prior-authorization-forms/	care1stpharmacy@care1staz.com
Turning Point (Orthopedic Procedures)	480.865.2486	602.600.0638	http://www.tpshealth.com/	

Care1st Contact List for RBHA Effective 10/1/22 & for ACC Dates of Service 12/1/22 & After

Care 1st Contact List				
1.866.560.4042				
Department	Phone	Fax	Website/Portal	Email Box
Care Management/Disease Management	Options 5, 3	833.618.1980		
Claims Customer Service	Options 5, 4	833.619.0416		
Claim Disputes and Appeals	Options 5, 8	833.619.0415		
Compliance	888.788.4408	N/A		AzCHPrivacy@azcompletehealth.com
Customer Service	Options 5, 3	833.618.2043		
Dental-Involve	844.876.2028	N/A	https://dental.envolvehealth.com/	
Fraud, Waste & Abuse	888.778.4408 866.685.8664 24/7 Hotline			AzCHFWA@azcompletehealth.com
Inpatient Behavioral Health Admission Notifications	FAX notice of admission	833.592.1301		
Inpatient Physical Health Admission Notifications	FAX notice of admission	833.618.2174		
Inpatient SNF Notifications	FAX notice of admission	833.618.2174		
Network Management	Options 5, 7	833.618.1507		sm_az_PNO@care1staz.com
Newborn Notification	FAX notice of admission	833.618.1027		
New Century Health (Oncology/Supportive Drugs)	888.999.7713 effective 12/1/22	877.624.8602	https://my.newcenturyhealth.com	
NIA (Complex imaging, MRA, MRI, PET and CT)	800.327.0641 Options 5, 6, 3	800.784.6864	https://www1.radmd.com/radmd-home.aspx	
Prior Auth-Inpatient Behavioral Health	We encourage you to submit requests via our secure Provider Portal	833.592.1301	www.care1staz.com	
Prior Auth-Behavioral Health Outpatient	We encourage you to submit requests via our secure Provider Portal	833.592.1301	www.care1staz.com	
Prior Auth-Biopharmacy (In office Injectables)	We encourage you to submit requests via our secure Provider Portal	833.417.0447	www.care1staz.com	care1stpharmacy@care1staz.com
Prior Auth-Dental	Options 5, 6, 1, 2 (Involve Dental)	We encourage you to submit requests via Involve Dental Portal	www.involvedental.com	
Prior Auth-Elective Inpatient & All Outpatient	Options 5, 6, 2	833.618.1979 We encourage you to submit requests via our secure Provider Portal	www.care1staz.com	
Prior Auth-Medical Status Inquiry	Options 5, 6, 2			
Prior Auth-Medical Urgent Telephonic Requests or Revisions to Existing Prior Auth or Questions on Denied Auth	Options 5, 6, 2			
Prior Auth-Pharmacy	Options 5, 5	602.778.8387	https://www.covermymeds.com/main/prior-authorization-forms/	care1stpharmacy@care1staz.com
Turning Point (Orthopedic Procedures)	480.865.2486	602.600.0638	http://www.tpshealth.com/	



PROVIDER FORUM NOTIFICATION & INVITATION

November 21, 2022

To: Providers, Staff and Billing Staff
From: Care1st Network Management

You are invited to join Care1st as we present the RBHA Post Go-Live Implementation & 12/1/22 System Integration Provider Forum:

The Forum topics will include:

- Care1st Regional Behavioral Health Authority (RBHA) Implementation
- 12/1/22 System Integration
- Open Forum for Feedback regarding RBHA Implementation

Experts from multiple departments will be in attendance to share valuable information regarding the ACC and RBHA programs. All contracted providers and staff are encouraged to attend. Please register for our virtual session by completing the forum attached.

Date and Time	Location
Thursday, December, 8 2022 10:00 am – 12:00 pm	Virtually via Zoom (Registration required to receive zoom link)

Thank you!

Care1st Network Management
Ph 866.560.4042 (Options in order: 5, 7)
Fax 833-618-1507/E-mail SM_AZ_PNO@Care1stAZ.com

Visit our website at www.care1staz.com

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

