

October 1, 2024

Care1st Member Move to Arizona Complete Health-Complete Care Plan

What You Need to Know! Vol. 2

September 12, 2024

24-148

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Dear Providers, Office Staff and Billing Staff:

This is a follow-up to our 8/1/24 communication. The pages below outline specifics and timelines. *Pay special attention to items marked [NEWLY ADDED] and [UPDATED].*

Due to the pause on implementation of the Arizona Long Term Care System (ALTCS) contract, we've removed information specific to ALTCS for the time being. As soon as the effective date is confirmed we'll redistribute an updated combined communication.

Effective 10/1/24, Care1st ACC and RBHA members in the Northern GSA (Mohave, Coconino, Navajo, Apache, and Yavapai Counties) will become Arizona Complete Health-Complete Care Plan (AzCH-CCP) members.

The following pages contain details to help you navigate the processes for the Care1st RBHA and ACC members joining AzCH-CCP. Please review and contact us as outlined below if you have questions or would like to talk through anything we outline in this or subsequent communications.

Thank you!

AzCH providers and staff:

If you have questions, please contact your AzCH Provider Engagement Specialist. If you need your assigned Provider Engagement Specialist's contact information, please email us at AzCHProviderEngagement@azcompletehealth.com.

Care1st providers and staff:

If you have questions, please call Network Management at (866) 560-4042 (Options in order: 5, 7) or email SM_AZ_PNO@care1staz.com.

Your Contract

On 10/1/24, we are completing a corporate restructure designed to better align our lines of business that serve AHCCCS members. Effective 10/1/24, Bridgeway Health Solutions of Arizona, Inc., a wholly owned subsidiary of Centene Corporation, will acquire all assets and liabilities of Care1st Health Plan Arizona, Inc. and Health Net Access, Inc., a Health Net of Arizona, Inc. Medicaid affiliate. We'll continue doing business as Arizona Complete Health-Complete Care Plan and Arizona Complete Health-Long Term Care.

Claim Submission

Health Plan	Date of Service (DOS)	LOB	Claim Type	Timely Filing	EDI Clearinghouse Payer ID	Paper Claims Mailing Address
Care1st	DOS through 9/30/24 NO CHANGE	ACC RBHA	Professional and Institutional	6 mo	68069	Care1st Health Plan PO Box 8070 Farmington, MO 63640-8070
AzCH-CCP	DOS on or after 10/1/24 NO CHANGE	ACC RBHA	Professional and Institutional	120 days	68069	Arizona Complete Health-Complete Care Plan PO Box 9010 Farmington, MO 63640-9010

Additional Claim Submission Instructions – North ACC & RBHA Members DOS THROUGH 9/30/24

NO CHANGE FROM CURRENT PROCESS

Additional Claim Submission Instructions – North ACC & RBHA Members DOS ON OR AFTER 10/1/24

Care1st will process claims for DOS through 9/30/24. Effective for DOS 10/1/24 and forward, claims for North ACC & RBHA members that become AzCH-CCP members are submitted to AzCH-CCP

Professional Services

- When billing a professional service with *DOS spanning before and after 10/1/24*, to avoid eligibility denials, please split the services into two separate claim submissions and submit DOS prior to 10/1/24 to Care1st and DOS 10/1/24 to AzCH-CCP or the new plan.
- 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.

Institutional Outpatient Bill Type and Non-DRG Services

- When billing DOS *spanning before and after 10/1/24*, to avoid eligibility denials, please split the services into two separate claim submissions and submit DOS prior to 10/1/24 to Care1st and DOS 10/1/24 to AzCH-CCP or the new plan.
- 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.

Institutional Inpatient DRG Services

- When billing institutional inpatient DRG services for DOS 10/1/24 and after 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 10/1/24 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.

Website and Provider Portals

Care1st: www.care1staz.com will continue to be available to providers after 10/1/24. Functions like eligibility look up and claim inquiries will be available for DOS through 9/30/24.

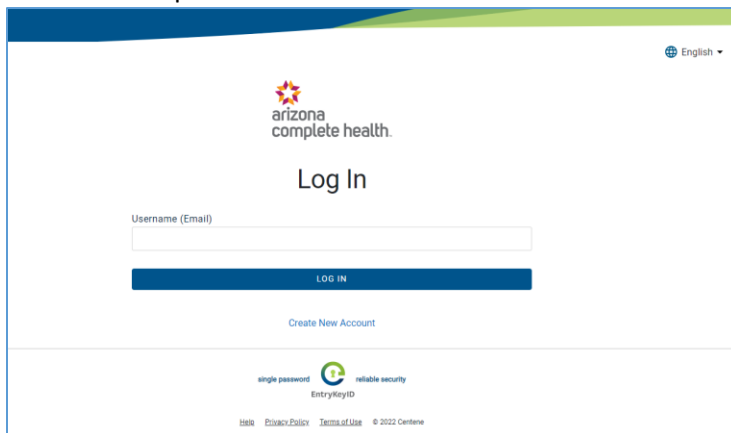
AzCH: www.arizonacompletehealth.com is currently available to support our AzCH-CCP (ACC and RBHA) business.

- Effective for DOS 10/1/24 and forward, the site will provide eligibility verification, claim status inquiry, etc., for those Care1st members that join AzCH-CCP on 10/1/24.

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** from 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 ACC or RBHA using the AHCCCS Online Eligibility Verification portal

1. RBHA members:

- In Eligibility and Enrollment screen under 'Contract Type' in 'Medical Enrollment' section
 - C = SMI Integrated
- Also, navigate to the 'Behavioral Health Services' tab.
- Under the 'BHS Category', you will see 'S SMI' (RBHA) or 'G GENERAL MENTAL HEALTH SERVICES' (ACC).
- For members transitioning from Care1st to AzCH-CCP, expect to see the Care1st line with an 'End Date' of 9/30/2024 and a newly added SMI line with a 'Begin Date' of 10/1/2024 and a BHS Site of 'AZ COMPLETE HEALTH.'

Member Eligibility Verification: Eligibility And Enrollment

Recipient Search | **Eligibility And Enrollment** | Third Party Liability | CoPayment | Medicare Benefits | Behavioral Health Services | Share of Cost | Additional Benefits | Print | Help

Requested Data:		Returned Data:	
AHCCCS ID:		Last Name:	
DOB:		First Name:	
Begin Date of Service: 02/26/2024		SSN:	
End Date of Service: 02/26/2024		Medicare Claim Number OR	
		Medicare Beneficiary ID:	

Demographics				
Mailing Address 1	Mailing Address 2	City	State	Zip
			AZ	86005

Eligibility Renewal Date: 02/28/2025

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	07/01/2022		06/08/2022

Medical Enrollment				
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type
010254 CARE1ST HEALTH PLAN	10/01/2022		3717 - ADULT <40% EXP FEMALE 21-44 NO MDC	C ACU/CAP/ACU
Service Type Codes			Insurance Type	
			HM HEALTH MAINTENANCE ORGANIZATION (HMO)	

Member Eligibility Verification: Eligibility And Enrollment

Recipient Search | Eligibility And Enrollment | Third Party Liability | CoPayment | Medicare Benefits | **Behavioral Health Services** | Share of Cost | Additional Benefits | Print | Help

Requested Data:		Returned Data:	
AHCCCS ID:		Last Name:	
DOB:		First Name:	
Begin Date of Service: 02/26/2024		SSN:	
End Date of Service: 02/26/2024		Medicare Claim Number OR	
		Medicare Beneficiary ID:	

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/01/2022		50 CARE 1ST ARIZONA	CH MENTAL HEALTH FACILITY - OUTPATIENT

AZ State Behavioral Health Services

NO SBH FOUND

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

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

2. ACC members:

- a. Navigate to the “Eligibility and Enrollment” tab.
- b. In Eligibility and Enrollment screen under ‘Contract Type’ in ‘Medical Enrollment’ section
 - i. Contract Type includes ‘ACC’ = ACC
- c. Under the ‘Eligibility Group Description’ you will see Acute
- d. For ACC members transitioning to AzCH-CCP, under the ‘Medical Enrollment’ expect to see the former health plan’s name with an ‘Period End’ of 9/30/2024 and a new line with a ‘Period Start’ of 10/1/2024 and ‘AZ COMPLETE HEALTH CARE’ listed.
Replace screen shot and highlight everything plus the “A” under contract type.

ACC Member Example:

Member Eligibility Verification: Eligibility And Enrollment Print | Help

Recipient Search | **Eligibility And Enrollment** | Third Party Liability | CoPayment | Medicare Benefits | Behavioral Health Services | Share of Cost | Additional Benefits

Requested Data:					
AHCCCS ID:		Last Name:			
DOB:		First Name:			
Begin Date of Service: 01/01/2024		SSN:			
End Date of Service: 05/15/2024		Medicare Claim Number OR			
		Medicare Beneficiary ID:			

Returned Data:					
AHCCCS ID:		Last Name:			
DOB:		First Name:			
DOD:		SSN:			
Gender: F		Medicare Beneficiary ID:			

Demographics				
Mailing Address 1	Mailing Address 2	City	State	Zip
			AZ	85365

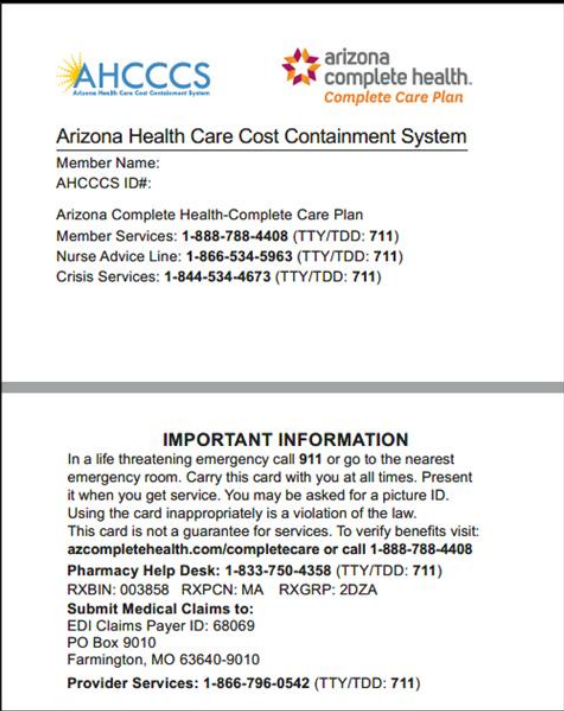
Eligibility Renewal Date	
Eligibility Renewal Date:	11/30/2024

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	01/01/2023		01/24/2023

Medical Enrollment				
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type
010422 AZ COMPLETE HEALTH CARE	01/24/2023		1117 - TANF EXPANDED 21-44 FEMALE NO MDC	A ACC/CAP
Service Type Codes Insurance Type: HM HEALTH MAINTENANCE ORGANIZATION (HMO)				

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

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
Care Management	AzCH-CCP ACC/RBHA	No Change	Continue to call Customer Service (866) 796-0542 for Care Management referrals
	Care1st ACC/RBHA	DOS through 9/30/24	Continue to call Customer Service (866) 560-4042 for Care Management referrals
Chiropractic Services	AzCH-CCP ACC/RBHA	No Change	American Specialty Health (ASH) administers chiropractic services
	Care1st ACC/RBHA	DOS through 9/30/24	Handle as you do today
Claim Disputes & Appeals	AzCH-CCP ACC/RBHA	No Change	<i>Submit Claims Disputes & Appeals to:</i> Arizona Complete Health Attention: Grievance and Appeals (Include “Provider Claim Dispute” or “Appeal”) 1850 W. Rio Salado Parkway Suite 211 Tempe, AZ 85281 <i>Online claim dispute submission via our secure provider portal coming soon. Details forthcoming.</i>
	Care1st ACC/RBHA	DOS through 9/30/24	<i>Submit Claims Disputes & Appeals to:</i> Care1st Health Plan Attention: Grievances and Appeals (Include “Provider Claim Dispute” or “Appeal”) 1850 W Rio Salado Parkway Suite 211 Tempe, AZ 85281
Dental	AzCH-CCP ACC/RBHA	No Change	Centene (formerly Envelope) Dental administers dental services.
	Care1st ACC/RBHA	DOS through 9/30/24	Centene (formerly Envelope) Dental administers dental services.
EFT/835 (Electronic Remittance Advices) Virtual Credit Card (VCC) is addressed further down in this communication	AzCH-CCP ACC/RBHA	No Change	EFT/835 (Electronic Remittance Advice) are available through Zelis (Payspan) Care1st providers must register with Zelis (Payspan) for this line of business to receive EFT/835 for Care1st members that become AzCH-CCP members on 10/1/24. Please register now! Separate instructions are further down in this communication
	Care1st ACC/RBHA	DOS through 9/30/24	No Change. EFT/835 (Electronic Remittance Advice) are available through Zelis (Payspan)

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
Email Address Change for Care1st Employees [NEWLY ADDED]	Care1st ACC/RBHA	10/1/24	Care1st employees' email extension will change from @care1staz.com to @azcompletehealth.com
Formulary (Preferred Drug Lists)	AzCH-CCP ACC/RBHA	No Change	The Preferred Drug Lists are available on www.azcompletehealth.com .
	Care1st ACC/RBHA	DOS through 9/30/24	The Preferred Drug Lists are available on www.care1staz.com .
Lab Services	AzCH-CCP ACC/RBHA	No Change	Sonora Quest is our exclusive lab partner
	Care1st ACC/RBHA	DOS through 9/30/24	Sonora Quest is our exclusive lab partner
Member ID Card	AzCH-CCP ACC/RBHA	No Change	
	Care1st ACC/RBHA	DOS 10/1/24 & after	Care1st members will receive a new ID card from their new plan in early October. The ID card for those joining AzCH-CCP will look like the one above

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
NPI Billing & Notification	AzCH-CCP ACC/RBHA	No Change	Billing NPI, i.e., Organizational NPI aka GNPI is required on your claims. To avoid claim pends, denials, etc., it's critical you notify us 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 <i>Additional Claim Submission Instructions</i> sections above.
	Care1st ACC/RBHA	DOS through 9/30/24	Billing NPI, i.e., Organizational NPI aka GNPI is required on your claims. To avoid claim pends, denials, etc., it's critical you notify us 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 <i>Additional Claim Submission Instructions</i> sections above.
Paper and .pdf Remittance Advices [UPDATED]	AzCH-CCP ACC/RBHA	No Change	Providers receiving paper remittance advices receive them from Zelis (Payspan). You may also download a copy from our secure provider portal.
	Care1st ACC/RBHA	DOS through 9/30/24	Providers receiving paper remittance advices receive them from Zelis (Payspan). You may also download a copy from our secure provider portal.
Payment Integrity	AzCH-CCP ACC/RBHA	No Change	Existing payment integrity policies and initiatives are posted here: www.azcompletehealth.com > For Providers > Provider Resources > Clinical & Payment Policies. Communications distributed for changes/new policies are available at www.azcompletehealth.com > For Providers > Provider Resources > Provider News <i>Please Note: AzCH has several additional policies and initiatives in place that Care1st did not. AzCH-CCP payment integrity policies and initiatives will be followed for claims for members that move from Care1st to AzCH-CCP.</i>
	Care1st ACC/RBHA	DOS through 9/30/24	Existing payment integrity policies and Initiatives are posted here: www.care1staz.com > For Providers > Provider Resources > Practice Guidelines (scroll down to Clinical Policies). Communications distributed for changes/new policies are available at www.care1staz.com For Providers > Provider Resources > Provider News

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
Pharmacy BIN, PCN & Group Number	AzCH-CCP ACC/RBHA	No Change	BIN 003858; PCN MA; Group ID 2DZA
	Care1st ACC/RBHA	DOS through 9/30/24	BIN 003858; PCN MA; Group ID 2DVA
Pharmacy Email Box	AzCH-CCP ACC/RBHA	No Change	azchpharmacy@azcompletehealth.com Email box is available for questions on the Preferred Drug Lists or in office injectables (bio-pharmacy) requests
	Care1st ACC/RBHA	DOS through 9/30/24	care1stpharmacy@care1staz.com Email box is available for questions on the Preferred Drug Lists or in office injectables (bio-pharmacy) requests
Pharmacy Prior Authorizations (PA)	AzCH-CCP ACC/RBHA	No Change	- Submit requests electronically via Cover my Meds: https://www.covermymeds.com/main/prior-authorization-forms or fax request to (833) 546-1508 - In office injectables (bio-pharmacy): Submit request through the secure Provider Portal www.azcompletehealth.com or fax PA requests to (833) 466-1311
	Care1st ACC/RBHA	DOS through 9/30/24	Continue to follow the same process you follow today for pharmacy PA requests and in office injectables (bio-pharmacy) drug PA requests. For those members that join AzCH-CCP, open (unused) PAs will be moved from the Care1st business unit to the AzCH-CCP business unit
Pharmacy PA Form	AzCH-CCP ACC/RBHA	No Change	Use the PA Form(s) located on our website www.azcompletehealth.com - The Pharmacy PA Fax Form for pharmacy dispensed medication requests - The Medical (bio-pharmacy) PA Fax Form for provider administered (in office injectable) requests
	Care1st ACC/RBHA	DOS through 9/30/24	Continue to use the same form you use today and submit exactly as you do today.

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions						
PA Existing/Open	AzCH-CCP ACC/RBHA	No Change	Open PAs for Care1st members that become AzCH-CCP members effective 10/1/24 will be honored through their expiration date.						
	Care1st ACC/RBHA	DOS through 9/30/24	Continue to use the same form you use today and submit exactly as you do today.						
PA New	AzCH-CCP ACC/RBHA	No Change	What if I don't have an existing open PA and am providing a service 10/1/24 and after to a former Care1st member, now AzCH-CCP member?						
			- If you are not a participating (non-par) provider with AzCH-CCP, like all non-par providers, a PA is required for all services. You may submit a PA request via our secure provider portal (preferred) or fax<table><tr><td>BH Inpatient/Outpatient</td><td>Initial requests: (844) 918-1192 Continued Stay/Discharge Summary: (844) 893-5855</td></tr><tr><td>Medical Outpatient</td><td>(855) 764-8513</td></tr><tr><td>Medical Inpatient/SNF</td><td>(855) 764-8513</td></tr></table> - If you are a participating (par) provider with AzCH-CCP, you should determine if a PA is needed before providing the service by using our Pre-Auth Check Tool on our web site www.arizonacompletehealth.com	BH Inpatient/Outpatient	Initial requests: (844) 918-1192 Continued Stay/Discharge Summary: (844) 893-5855	Medical Outpatient	(855) 764-8513	Medical Inpatient/SNF	(855) 764-8513
			BH Inpatient/Outpatient	Initial requests: (844) 918-1192 Continued Stay/Discharge Summary: (844) 893-5855					
			Medical Outpatient	(855) 764-8513					
			Medical Inpatient/SNF	(855) 764-8513					
	Care1st ACC/RBHA	DOS through 9/30/24	Follow the same process you use to obtain PA today						
	Care1st ACC/RBHA	DOS 10/1/24 and after	For those members that move to AzCH-CCP follow the instructions above						
PA Form Location	AzCH-CCP ACC/RBHA	No Change	PA Form(s) are located on our website www.azcompletehealth.com						
	Care1st ACC/RBHA	DOS through 9/30/24	PA Form(s) are located on our website www.care1staz.com						
PA Guidelines	AzCH-CCP ACC/RBHA	No Change	Our Medicaid Pre-Auth Check Tool identifies PA requirements by code and is available on our website www.azcompletehealth.com						
	Care1st ACC/RBHA	DOS through 9/30/24	Our Pre-Auth Check Tool identifies PA requirements by code and is available on our website www.care1staz.com						

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
PA Outside Partners [UPDATED]	AzCH-CCP ACC/RBHA	No Change	Although the AzCH-LTC PA Team is responsible for most PAs, AzCH-LTC works with outside partners for review of PA for certain services. Those partners, listed below are honoring the open Care1st PAs through expiration or 12/31/24, whichever comes first. 1. Complex imaging, MRA, MRI, PET, and CT: Evolent (formerly known as NIA). Open PAs will be honored through expiration or 12/31/24, whichever comes first. https://www1.radmd.com/ (800) 424-4816. 2. Dental Services: Centene Dental (formerly Envolve). Open PAs will be honored through expiration or 12/31/24, whichever comes first. https://pwp.envolvedental.com/PWP/Landing Follow prompts in AzCH-CCP or AzCH-LTC customer service IVR to reach by phone. 3. Home Health: Tango (formerly PHCN or Professional Cares). Open PAs will be honored through expiration or 12/31/24, whichever comes first. https://tangocare.com/ (602) 395-5100 4. Orthopedic Procedures: Turning Point. Although Turning Point reviews requests, PAs are entered into the AzCH system for claims payment. Open PAs will be honored through expiration or 12/31/24, whichever comes first. https://www.myturningpoint-healthcare.com/ (480) 865-2486. 5. Oncology/Supportive Drugs: Evolent (formerly New Century Health). Open PAs will be honored through expiration or 12/31/24, whichever comes first. New oncology/supportive drug requests should be submitted to New Century Health directly https://um.newcenturyhealth.com/Account/Logon/frm_LogOn (888) 999-7713 Option 6 6. Routine Vision: Centene Vision (formerly Envolve). Open PAs will be honored through expiration or 12/31/24, whichever comes first. https://www.envolvevision.com/ (800) 465-6972
	Care1st ACC/RBHA	DOS through 9/30/24	Follow the same process you follow today.

Topic	Health Plan/ Line of Business	Effective Date	Details/Comments/Instructions
Provider Communication Distribution List Registration	All	DOS 10/1/24 & after	As of 10/1/24, we'll use email to distribute communications and will no longer use blast fax. Please make sure you sign up for our communications ASAP! Registration is done via our website www.azcompletehealth.com > For Providers > Provider News > Scroll down on left to Provider Update SignUp
Provider Engagement	AzCH-CCP ACC/RBHA	No Change	If you need your assigned Provider Engagement Specialist's contact information, please email us at AzCHProviderEngagement@azcompletehealth.com .
	Care1st ACC/RBHA	DOS through 9/30/24	Call Network Management at (866) 560-4042 (Options in order: 5, 7) or email SM_AZ_PNO@care1staz.com . After 10/1/24 if you have a question on a DOS prior to 10/1/24 please reference the AzCH Contact List further down in this communication.
Provider Integrated Care Communication Meetings	AzCH-CCP ACC/RBHA	No Change	2 attendees per agency/provider group Please email AzCHProviderCommunication@azcompletehealth.com to request the meeting invitation. Schedule: 2 nd Wed of each month 1:30-3:00PM
	Care1st ACC/RBHA	DOS through 9/30/24	N/A
Provider Manual	AzCH-CCP ACC/RBHA	No Change	Available at www.azcompletehealth.com > For Providers > Provider Resources > Manuals and Forms
	Care1st ACC/RBHA	DOS through 9/30/24	Available at www.care1staz.com > For Providers > Provider Resources > Manuals, Forms, Resources
Vision Routine	AzCH-CCP ACC/RBHA	No Change	Centene Vision (formerly Envolve) administers vision services
	Care1st ACC/RBHA	DOS through 9/30/24	Handle as you do today
Virtual Credit Card (VCC) [UPDATED]	AzCH-CCP ACC/RBHA	No Change	If you are not enrolled in EFT, you will continue to receive paper checks until our VCC program is in reinstated. To enroll in EFT, please review the separate instructions further down in this communication
	Care1st ACC/RBHA	DOS through 9/30/24	If you are not enrolled in EFT, you will continue to receive paper checks until our VCC program is reinstated. To enroll in EFT, please review the separate instructions further down in this communication
Website / Provider Portal	AzCH-CCP ACC/RBHA	No Change	Website address is www.azcompletehealth.com <i>Registration instructions for the secure provider portal are outlined above</i>
	Care1st ACC/RBHA	DOS 10/1/24 & after	Existing website www.care1staz.com will continue to be available after 10/1/24. Functions like eligibility look up and claim inquiries will be available for DOS through 9/30/24

AzCH-CCP Contact List Main Phone (866) 796-0542

Department	Phone	Fax	Website/Portal	Email
AzEIP [NEWLY ADDED]	FAX completed AzEIP form and medical records	(844) 266-5339		
Care Management/Disease Management	Options 2,1,3,8			
Claims Customer Service	Options 2,1,3,2			
Compliance/Privacy	(888) 788-4408			AzCHPrivacy@azcompletehealth.com AzCHCompliance@azcompletehealth.com AzCHContracts@azcompletehealth.com
Contracting				
Customer Service	Options 2,1,3,0			
EPSDT [NEWLY ADDED]	FAX completed EPSDT & Well-Child visit clinical templates and EMR documentation	(844) 266-5339		
Fraud, Waste & Abuse	(888) 778-4408 (866) 685-8664 24/7 Hotline			AzCHFWA@azcompletehealth.com
Inpatient Behavioral Health Admission Notifications	Submit PA request via secure provider portal (preferred) or fax notice of admission	(844) 918-1192	https://www.azcompletehealth.com/providers/login.html	
Inpatient Physical Health Admission Notifications	Submit PA request via secure provider portal (preferred) or fax notice of admission	(855) 764-8513	https://www.azcompletehealth.com/providers/login.html	
Inpatient SNF Notifications	Submit PA request via secure provider portal (preferred) or fax notice of admission	(855) 764-8513	https://www.azcompletehealth.com/providers/login.html	
Newborn Notification	FAX notice of admission	(855) 764-8513		
Notice of Pregnancy [NEWLY ADDED]	FAX completed Notice of Pregnancy form	(844) 816-6047		
Prior Auth-Behavioral Health Outpatient	Submit PA request via secure provider portal (preferred) or via fax	(844) 918-1192		
Prior Auth-Bio-pharmacy (In office Injectables)	Submit PA requests via secure provider portal (preferred) or via fax	(833) 466-1311	https://www.azcompletehealth.com/providers/login.html	azchpharmacy@azcompletehealth.com Available for questions on Preferred Drug Lists or in office injectables (bio-pharmacy) requests
Prior Auth-Dental Centene Dental (formerly Envolve)	Submit PA requests via secure provider portal (preferred) or call with questions Options 2,1,3,4		https://pwp.envolvedental.com/PWP/Landing	

AzCH-CCP Contact List Main Phone (866) 796-0542

Department	Phone	Fax	Website/Portal	Email
Prior Auth-Elective Inpatient & All Outpatient	Submit PA request via secure provider portal (preferred) or fax request	(855) 764-8513	https://www.azcompletehealth.com/providers/login.html	
Prior Auth-Home Health Tango (formerly PHCN/Professional Cares)	(602) 395-5100	(877) 612-7066 (480) 359-3834	https://tangocare.com/	
Prior Auth-Status Inquiry	Options 2,1,7,4			
Prior Auth-Revisions to Existing Prior Auth or Questions on Denied Auth	Options 2,1,7,4			
Prior Auth-Oncology & Supportive Drugs Evolent (formerly New Century Health)	(888) 999-7713 Option 6 (Network Operations will connect to clinical team and others as needed)	(877) 622-6879	https://um.newcenturyhealth.com/Account/Logon/frm_LogOn	
Prior Auth-Orthopedic Procedures Turning Point	(480) 865-2486	(480) 977-2925	https://www.myturningpoint-healthcare.com/	
Prior Auth-Pharmacy	Submit PA requests via Cover My Meds (preferred) or fax requests	(833) 546-1508	https://www.covermymeds.com/main/prior-authorization-forms/	azchpharmacy@azcompletehealth.com Available for questions on Preferred Drug Lists or in office injectables (bio-pharmacy) requests
Prior Auth-Radiology Complex imaging, MRA, MRI, PET, and CT Evolent (formerly NIA)	(800) 424-4816 [UPDATED]		https://www1.radmd.com/	
Provider Data				AzCHProviderData@azcompletehealth.com
Provider Relations				AzCHProviderEngagement@azcompletehealth.com
Transplants [NEWLY ADDED]	FAX completed transplant request and medical records	(844) 835-4102		