

## **SECTION I: Introduction**

### **WELCOME**

Welcome to Care1st Health Plan Arizona, Inc. (Care1st). As a provider you play a very important role in the delivery of health care services to our members.

The Care1st Provider Manual is intended to be used as a guideline for the provision of covered services to Care1st members. This manual contains policies, procedures, and general reference information, including minimum standards of care which are required of Care1st Providers.

As a Care1st Provider, we hope this information will help you better understand how Care1st operates. This Manual is applicable to the Care1st Acute Arizona Health Care Cost Containment System (AHCCCS) Complete Care line of business. Should you or your staff have any questions about any information contained in this Manual or anything else about Care1st, please feel free to contact our Network Management at any time. See Section II for phone numbers for Network Management and for other departments that you may need to contact.

Care1st works closely with our contracted Primary Care Physicians (PCPs), Specialists, and other Providers to ensure that our members receive medically necessary and appropriate covered services. We are a managed care delivery system in which the PCPs serve as a “gatekeeper” for member care. PCPs are responsible for coordinating and overseeing the delivery of services to members on their patient panel. We look forward to working with you and your staff to provide quality health care services to Care1st members.

### **MISSION STATEMENT**

Care1st Health Plan Arizona will be the most provider-oriented managed care organization that will strive to continuously improve the quality of services rendered to its members.

### **INTRODUCTION TO CARE1ST**

Care1st is committed to working closely with our providers in order to deliver the highest quality services in a provider-friendly environment. Care1st has a locally-based Senior Medical Director (Sr MD) and senior management team. All health plan functions are conducted locally in Care1st’s Tempe office. All day-to-day operational decisions are made at the local health plan.

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### **CARE1ST'S DEPARTMENTAL ORGANIZATION**

#### ***NETWORK MANAGEMENT***

The Network Management Department is made up of provider services, contracting and data maintenance and is responsible for the contracting, maintenance and education of the provider network. Network Management serves as the liaison between providers and the health plan.

The Network Management Representative is the provider's primary point of contact within Care1st. The Network Management Representative will answer any questions you may have or direct you to the appropriate department within the organization. The Network Management Representative is assigned to your office by geographic location and provider type.

#### ***CREDENTIALING DEPARTMENT***

The Credentialing Department ensures that Care1st Health Plan Arizona develops and maintains a network of professional practitioners and providers who are qualified to meet the health care needs of covered members in an efficient, compliant, safe and effective manner.

#### ***CUSTOMER SERVICE***

Customer Service has primary responsibility for assigning members to PCPs and changing PCP assignments. The Customer Service Department is the members' primary point of contact with Care1st. Customer Service provides members with informational materials and educates members on use of the health plan. The majority of concerns, complaints, and grievances from members are logged through the Customer Service Department.

#### ***MEDICAL MANAGEMENT/QUALITY IMPROVEMENT***

The Medical Management and Quality Improvement Departments include the functions of Medical Management, Quality Improvement, EPSDT (Early and Periodic Screening Diagnosis and Treatment), Behavioral Health and Maternal and Child Health. Detailed descriptions of these functions are found later in this manual. The Care1st Sr MD has oversight responsibility for all actions and decisions made within the Medical Management and Quality Improvement Departments. Medical Management includes prior authorization, concurrent review, case and disease management and medical claims review.

Care1st has a Credentialing/Peer Review Committee, and Pharmacy and Therapeutics Committee, which report to the Clinical and Service Quality Improvement/Medical Management Committee.

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### ***CLAIMS***

The Claims Department reviews and adjudicates submitted claims and reports all encounters to AHCCCS. In addition, Claims Customer Service has a “help line” to address any questions or concerns that providers may have about their submitted or paid claims.

### ***CLAIM DISPUTES AND APPEALS***

The Claim Disputes and Appeals Team is responsible for the timely adjudication of provider claim disputes and member appeals, as well as representation of Care1st at administrative hearings.

### ***COMPLIANCE***

The Compliance Department oversees the Care1st Compliance Program which includes Health Insurance Portability and Accountability Act (HIPAA), Privacy, Fraud and Abuse and the Cultural Competency Program.

### ***PHARMACY***

The Pharmacy Department is responsible for overseeing the consistent administration of the pharmacy benefit for Care1st members by ensuring appropriate and cost-effective pharmacy services.

### ***FINANCE***

Finance oversees the accounting and financial activities of the organization which includes processing payments for the provider network.