

SECTION II: Quick Reference Contact List

DEPARTMENTAL CONTACTS

<u>Care1st</u> 1.866.560.4042

Department	Phone	Fax
Customer Service	Options 5, 3	833.618.1980
Claims Customer Service - Medical	Options 5, 4	833.619.0416
Claim Disputes and Appeals	Options 5, 9	833.619.0415
Compliance	866.560.4042	N/A
Envolve Dental	844.876.2028	N/A
Fraud, Waste & Abuse	866.685.8664 24/7 Hotline	N/A
Care Management	866.560.4042	833.618.1980
Disease Management	866.560.4042	833.618.1980
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
Newborn Notification	FAX notice of admission	833.618.1027

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New Century Health (Oncology/Supportive Drugs)	888.999.7713	877.624.8602
NIA (Complex Imaging, MRA, MRI, PET and CT)	800.327.0641 Options 5, 6, 3	800.784.6864
Prior Authorization – Inpatient Behavioral Health	We encourage you to submit requests via our secure Provider Portal	833.592.1301
Prior Authorization – Outpatient Behavioral Health	We encourage you to submit requests via our secure Provider Portal	833.592.1301
Prior Authorization – Biopharmacy (Inoffice Injectables)	We encourage you to submit requests via our secure Provider Portal	833.417.0447
Prior Auth – Dental	Options 5, 6, 1, 2 (Envolve Dental)	We encourage you to submit requests via Envolve Dental Portal
Prior Auth-Elective Inpatient & All Outpatient	Options 5, 6, 2	833.618.2174 We encourage you to submit requests via our secure Provider Portal
Prior Authorization-Medical Status Inquiry	Options 5, 6	833.618.1979
Urgent Telephonic Requests or Revisions To Existing Prior Authorizations or Questions on Denied Authorizations	Options 5, 6	

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Prior Auth-Pharmacy	We encourage you to submit requests via Cover My Meds	602-778-8387
Turning Point (Orthopedic Procedures)	480.865.2486	N/A
Network Management	Options 5, 7	833.618.1507

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WEBSITE www.care1staz.com

Our website is an additional resource for our provider network. It contains up to date information including but not limited to the following:

- Blast Fax Communications
- Community Resources
- Forms
- Mailings
- Formulary
- Provider Listings
- Prior Authorization Guidelines
- Provider Manual
- Provider Search (by Type/Specialty/Location)

Network providers may also complete a one-time registration process in order to obtain a log on and temporary password for secure access to the Care1st website that will provide additional functionality to:

- Check Claims Status
- Verify Eligibility
- View Remittance Advices

To complete the registration process:

1. Choose “Provider Logon” under the Provider menu
2. Complete the Request Access On-Line Form
3. You will receive your logon and password via email

CARE1ST CONTRACTED VENDORS

Please reference our Prior Authorization Guidelines to determine authorization requirements.

DME & MEDICAL SUPPLIES (colostomy/ostomy, catheters, supplies, etc.)

Preferred Homecare

Phone: 480.446.9010

Fax: 480.446.7695

ENTERAL

Option 1 Nutrition Solutions

Phone: 480.883.1188

Fax: 480.883.1193

HOME HEALTH (Skilled Nursing and Home Therapy)

Professional Cares

Phone: 602.395.5114

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Fax: 480.666.0248

INFUSION

Coram

Phone: 480.240.3200

Fax: 480.505.0455

GLUCOSE MONITORS

Care1st members use monitors by OneTouch like OneTouch Verio® meter or OneTouch Ultra®. A meter can be obtained by contacting OneTouch at 800.789.7022 or www.OneTouch.orderpoints.com and input order code 738WEL001. Once a physician script is written, members obtain the meter, test strips and lancets at a contracted pharmacy.

Continuous Glucose Monitors (CGM)

Continuous Glucose Monitors (Dex-com or Freestyle Libre) are reviewed by our Medical PA team to determine medical necessity. Please fax all requests to 602.778.1838 for medical necessity review. CGM devices are supplied on the pharmacy benefit but reviewed by our Medical PA team.

LABORATORY SERVICES

Sonora Quest

Phone: 602.685.5000

Sonora Quest is our exclusive laboratory vendor. All outpatient laboratory services are sent to Sonora Quest for processing.

Sonora Quest patient service locations are available at www.sonoraquest.com by clicking on the patient service center locator tab. Web-based patient service center appointment scheduling is also available and offers members the ability to schedule an appointment for a convenient day and time, resulting in reduced wait time upon arrival at a patient service center. The web based scheduling system is available 24-hr a day. Walk-in appointments are still available during scheduled hours of operation as well, although appointments are encouraged.

OPTOMETRY/VISION

Nationwide Vision

Phone: 480.354.7976

PEAK FLOW METERS

It is vital that a PCP driven asthma action plan be developed for each member as they use the peak flow meter in order to ensure that asthma is managed as effectively as possible. When a peak flow meter is indicated, the physician/practice contacts the contracted DME provider who dispenses the peak flow meter to the member.

WOUND VAC

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Sisu Healthcare Solutions

Phone: 480.999.4488

Fax: 480.999.6163

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Administration

Phone: 602.417.7200

Member Eligibility Verification

Phone: 602.417.7000

Provider Registration

Phone: 602.417.7670, Option 5

Fraud and Abuse Hotline

Phone: 602.417.4193/888.487.6686

HEARING IMPAIRED

Care1st has agreements with Valley Center of the Deaf (VCD) (Maricopa County) and Community Outreach Program for the Deaf (Pima County) to provide American Sign Language interpreters at no cost to members or providers. Services are available and arranged through Member Services. Valley Center of the Deaf recommends setting up services seven business days in advance of the appointment and Community Outreach Program for the Deaf recommends setting up services 10 business days in advance of appointment.

In addition, if the provider's office needs to contact a member by telephone, they may do so via Arizona Relay Service. Providers may dial 711 for TTY users or go to the website at (www.azrelay.org) to see other alternatives for members that do not use TTY. This is a state program and there is no charge associated with this service.

TRANSLATION SERVICES

Care1st is dedicated to working with its contracted providers to effectively deliver quality health care services to its culturally and linguistically diverse membership. Moreover, Care1st members have a right to interpretation services. To assist in meeting this challenge, Care1st offers over-the-phone language interpretation services to all contracted providers. Provided by CyraCom International, this language interpretation service offers qualified medical interpreters with knowledge of health care terminology and procedures. Available 24 hours a day, 7 days a week, this service helps providers and their staff access interpretation services, so that you can provide care to even the most diverse communities. All Care1st contracted providers have access to CyraCom's interpretation services. Each practice is assigned a PIN that is required to access CyraCom's interpretation services. All fees for services will be billed directly to Care1st so that you can focus on ensuring effective communication with your Care1st non-English speaking patients. Please call 800.481.3293 to access this service. CyraCom's customer service is also available to provide assistance at 800.481.3289.