



UPDATE REGARDING THE WORK WE DO FOR MERITUS

November 11, 2015

Dear Care1st Providers and Staff:

Many of you are also contracted with Meritus and likely received the November 10th communication from Meritus informing you that on October 30, 2015, Meritus was placed under a Supervision Order issued by the Arizona Department of Insurance (AZ DOI). Claims for covered services will continue to be paid by Meritus as defined by the member's policy.

What's happening with Meritus has no impact on Care1st, or our relationship with you as a contracted provider. Care1st is a vendor for Meritus, a vendor that is contracted to process medical and behavioral health claims and manage the provider network. It's Meritus that pays your claims.

For questions on Meritus claims, you will continue to contact Meritus Customer Care at 855.755.2700.

For Care1st claims, you should expect to receive the same strong level of service you receive now. If you have additional questions, you may also contact Provider Network Operations at the numbers below.

Thank You!

Provider Network Operations
Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)
Email PNOaz@care1st.com
Fax 602.778.1875

Visit our website at www.care1st.com/az