

INTERACTIVE VOICE RESPONSE (IVR) SYSTEM SUNSETS EFFECTIVE JULY 1, 2016

April 29, 2016

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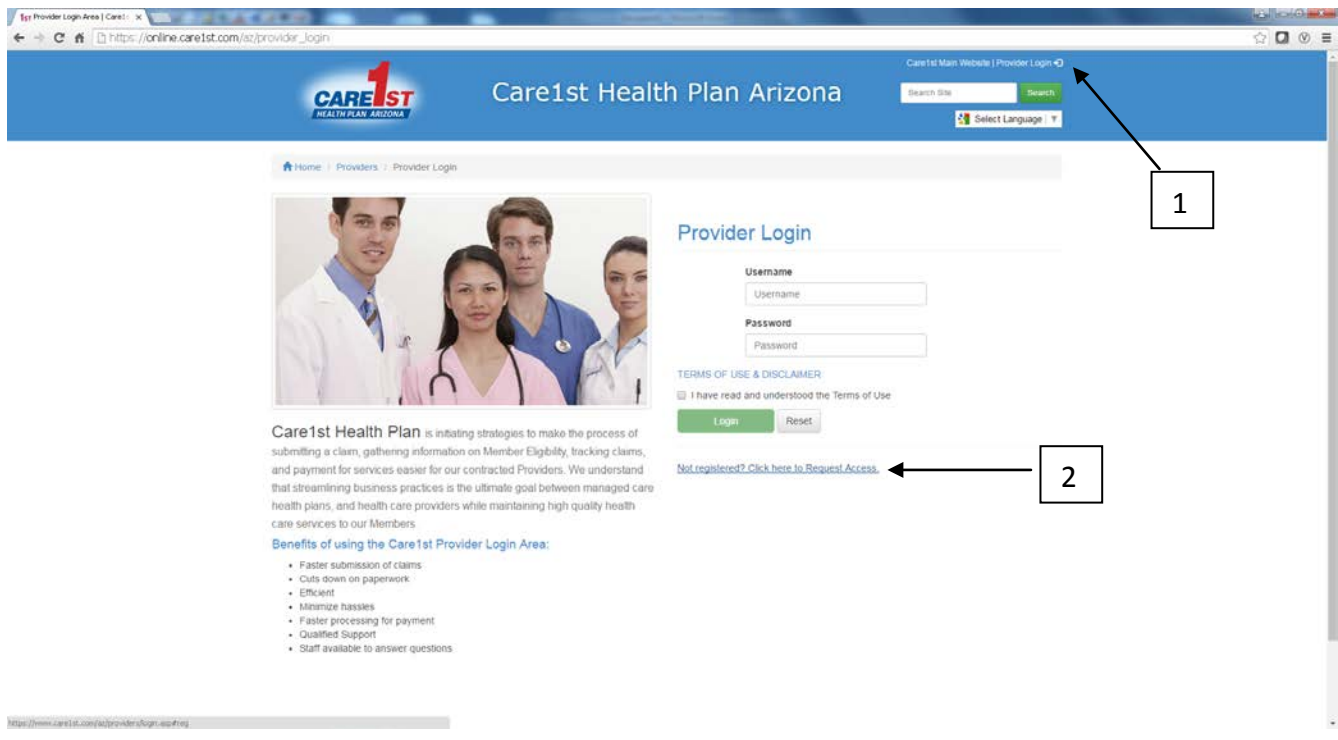
Dear Providers and Staff:

The IVR option on our phone system used for automated member eligibility verification and claims status is outdated, unreliable, and doesn't meet current security requirements. As a result, after careful consideration and discussion; we are discontinuing it effective July 1, 2016.

Between now and June 30, 2016, when the IVR option is chosen the user will hear a message that reminds them about the upcoming sunset.

We encourage you to use our provider portal to check eligibility and claim status. The portal is up to date and available 24 hours a day 7 days a week. Rain or shine!

To obtain a log in or receive assistance with navigation using your log on, contact Provider Network Operations using the information in the footer below. Our team is ready to help! Or register online through our website www.care1st.com/az. Click on the Provider Portal link in the upper right and then click on the registration link:



Provider Network Operations

Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/ E-mail pnoaz@care1st.com

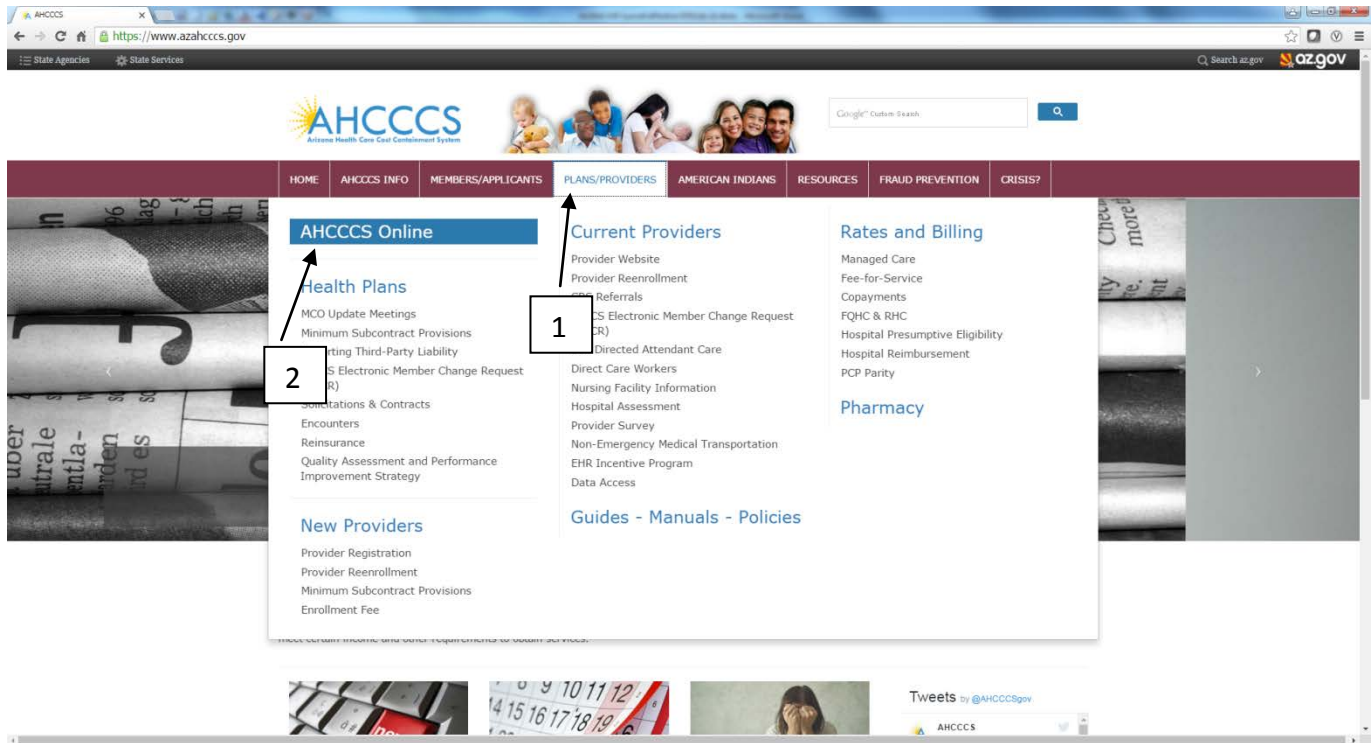
Visit our website at www.care1st.com/az

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

INTERACTIVE VOICE RESPONSE (IVR) WILL SUNSET EFFECTIVE JULY 1, 2016

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AHCCCS Online also is an accurate tool available for checking eligibility. Register for AHCCCS Online via the AHCCCS website <https://www.azahcccs.gov/> Choose Plans/Providers and then AHCCCS Online:



Monday-Friday, you may also contact Member Services to check eligibility and Claims Customer Service to check claims status at 602.778.1800 or 866.560.4042.

If you have questions on this change, please contact our Provider Network Operations Team using the information below. We are here to assist.

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