



## PROVIDER MANUAL UPDATES

August 18, 2016

The ONECare Provider Manual has been updated (August 2016 revision date) and is available on our website. In addition to a link to the complete manual, each section of the manual is set up with its own link. You may view, search and print as needed.

The following table outlines the changes made by section:

Section	Title	Updates
II	Quick Reference Contact List	<ul style="list-style-type: none"><li>• Department Contacts</li></ul>
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"><li>• Language Services</li><li>• Appointment Availability Standards and Behavioral Health Standards</li><li>• Non-Discrimination Policy</li></ul>
V	Eligibility and Enrollment	<ul style="list-style-type: none"><li>• Eligibility Determination and Enrollment</li><li>• Removed Interactive Voice Response (IVR)</li><li>• Copayments</li></ul>
VI	Covered Services	<ul style="list-style-type: none"><li>• Maternity Care Services</li></ul>
VII	Behavioral Health Services	<ul style="list-style-type: none"><li>• Behavioral Health Crisis Line and other contact numbers</li></ul>
VIII	Pharmacy	<ul style="list-style-type: none"><li>• Overview of Pharmacy Program</li></ul>
X	Medical Operations	<ul style="list-style-type: none"><li>• Removed Interactive Voice Response (IVR)</li><li>• Authorization Timeframe</li><li>• Clinical Criteria</li><li>• Durable Medical Equipment</li><li>• Case Management</li></ul>
XII	Billing, Claims and Encounters	<ul style="list-style-type: none"><li>• Balance Billing [NEW]</li><li>• Dental Claims Submissions</li><li>• Reduction in Requirements for Medical Records</li><li>• Modifier Updates</li><li>• Claims Liaison Contact Information</li></ul>

The manual is found in the following location on our website:

[www.care1st.com/az/](http://www.care1st.com/az/) > Care1st > Providers > Manual

If you do not have access to the internet and need a hard copy of the manual, please contact Provider Network Operations using the information below.

***Thank you!***

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