



## Phoenix Health Plan Members Transition to Care1st May 1

March 14, 2017

Dear Care1st Providers and Staff:

WellCare, parent company of Care1st, and Tenet, parent company of Phoenix Health Plan (PHP) entered into an agreement to transfer members of PHP to Care1st effective May 1, 2017 and AHCCCS has approved the agreement.

During February and March, PHP members have an open enrollment period. If they take no action they will become Care1st members effective May 1, 2017. As PHP members seek care May 1, 2017 and after, it's important to verify eligibility to confirm which plan they are with since PHP will no longer be responsible for services after April 30, 2017.

When providing service(s) to PHP members that become Care1st members on May 1, 2017, you will follow the same processes you follow today for your Care1st members.

- Claims for services rendered to PHP members prior to May 1, 2017 will be submitted to PHP. Dates of service May 1, 2017 and after will be submitted to the same claims address used for Care1st members. We encourage you to submit claims electronically through Change Healthcare (formerly Emdeon). Our payer ID is 57116.
- The Care1st Prior Authorization Guidelines outline prior authorization requirements and are available on the Care1st website [www.care1st.com/az](http://www.care1st.com/az) > *Providers > Prior Authorization Guidelines*. You may also contact Provider Network Operations for a hard copy using the information in the footer.
- If you obtained a prior authorization from PHP prior to the transition, PHP will share valid, open authorizations with Care1st and Care1st will honor these prior authorizations through the expiration date or 90 days after May 1, 2017, whichever comes first.

We have developed a set of FAQs and they are posted on our website: [www.care1st.com/az](http://www.care1st.com/az) > *Quick Links > News & Events > For Providers*

If you have questions, please contact us at the numbers/e-mail listed in the footer.

*Thank you!*

---

### 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](mailto:pnoaz@care1st.com) Visit our website at [www.care1st.com/az](http://www.care1st.com/az)

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