



Billing for Phoenix Health Plan Members That Transition to Care1st

March 23, 2017

Dear Care1st Providers and Staff:

Previous Care1st communications provided some guidance regarding the transfer of Phoenix Health Plan (PHP) members to Care1st effective May 1, 2017. In an effort to avoid any confusion, we want to provide a follow up communication related to claim submissions.

During February and March, PHP members have the opportunity to choose another plan. Those that do nothing will become Care1st effective May 1.

Dates of service April 30, 2016 and earlier: Phoenix Health Plan is responsible.

Dates of service May 1, 2017 and after are the responsibility of the new plan. Please verify eligibility prior to seeing former PHP members to make sure claims are submitted to the correct plan. For those PHP members that become Care1st, you will submit to the same claims address used for Care1st members and follow Care1st processes and guidelines.

We have developed a set of FAQs and they are posted on our website:

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 Visit our website at www.care1st.com/az

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