

CARE1ST WEBSITE ISSUES

July 11, 2017

Dear Care1st and ONECare Providers and Staff:

Last weekend, Care1st performed a system update. The system update was tested prior to implementation and identified no issues. However, after hearing from some of you late yesterday and today, it appears the update may have broken your saved link/favorite for our website.

Earlier this afternoon, our team worked with a few of you and confirmed that although the link/favorite to our website is no longer working, if our website is typed into the browser it is accessible. We tested this on Internet Explorer, Chrome, and Safari with success.

As a result, we ask that you please follow the steps below to access our website:

- 1) Delete your current saved link or favorite for Care1st
- 2) Open a new browser session
- 3) Type in our website www.care1st.com/az/
- 4) Save as a new link or favorite

Thank you for notifying us when you experienced an issue! WE APOLOGIZE FOR THE INCONVIENCE AND FRUSTRATION.

If you experience issues after following the steps outlined above, please contact Care1st Network Management as outlined below so we can work with you to resolve.

Thank you!

Care1st Network Management
Ph 602.778.1800/866.560.4042 (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