

PROVIDER MANUAL UPDATES

December 28, 2017

The **Care1st Provider Manual** has been updated (December 2017 revision date) and is available on our website:

www.care1staz.com > Care1st > Providers > Manual

In addition to a link to the complete manual, each section of the manual has its own link. You may view, search and print as needed. The table below outlines the changes made by section:

Section	Title	Updates
All Sections	All Sections	<ul style="list-style-type: none"> Updated Various Titles Updated Website address
II	Quick Reference Contact List	<ul style="list-style-type: none"> Updated Glucose Monitors to OneTouch products Updated Hearing Impaired Services information
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> Updated All Appointment Availability Standards Added Nursing Facility and Alternative Residential Setting Terminations Updated Specialty providers, including Behavioral Health Referrals and Prior Authorization Updated Medical Records requests
IV	Member Rights and Responsibilities	<ul style="list-style-type: none"> Updated Member Rights Updated Member Responsibilities
V	Eligibility and Enrollment	<ul style="list-style-type: none"> Added Transition of Members Updated Copayment Requirement
VI	Covered Services	<ul style="list-style-type: none"> Added Emergency Dental services for members 21 years and older Updated Specialty Pharmacy Prior Authorization Updated Occupational Therapy Amount, Duration and Scope for members 21 years and older Removed Excluded Benefit for Emergency Dental Service
IX	Medical Operations	<ul style="list-style-type: none"> Updated Specialty Pharmacy prior authorization contact and time frames Updated Rehabilitation Services to include Occupational Therapy for members 21 years and older
X	Quality Improvement	<ul style="list-style-type: none"> Updated title from Quality Management to Quality Improvement Updated Medical Record requests
XI	Billing, Claims and Encounters	<ul style="list-style-type: none"> Updated Claim Resubmission Policy Updated Dental Electronic Remittance Advice (ERA) process Added GP & GO in the Modifiers section

If you do not have access to the internet and need a hard copy of the manual, please contact Network Management as outlined below.

Thank you!

Care1st Network Management

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Visit our website at www.care1staz.com

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