



PROVIDER FREQUENTLY ASKED QUESTIONS

Agreement to Transfer Phoenix Health Plan Members to Care1st

Background: WellCare, parent company of Care1st, and Tenet, parent company of Phoenix Health Plan (PHP) have entered into an agreement to transfer members of PHP to Care1st. PHP notified its providers of this proposed change on February 1, 2017. Members will transition to Care1st effective May 1, 2017.

Questions and Answers

1. What should I do about this change?

This agreement has been approved by AHCCCS for a May 1, 2017 effective date. There is nothing you need to do at this time.

2. What impact will this change have on my practice?

Many PHP providers already have a long-standing working relationship with Care1st. It is expected PHP providers will not experience differences in working with Care1st from their experience prior to the transition.

3. Will PHP members remain with their service providers?

Care1st and PHP are working closely together to avoid PHP members having to change a provider. For the most part, PHP members will have access to the same doctors and facilities. However, there could be some members who may need to select a new provider. If a member does need a change, they will be notified in writing.

Members will have a change in some of their service providers, per the following:

- Dental services will change from DentaQuest to Advantica. Please note that members may continue to see their same dental provider if that provider is contracted through Care1st.
- Pharmacy services will change from CVS to MedImpact. Please note that a member may continue to get prescriptions filled at their current pharmacy as long as it is part of the MedImpact pharmacy network. For example a member can continue to get prescriptions filled at CVS despite the change in pharmacy vendor.
- Transportation services will change from Veyo to MTBA. Care1st and MTBA will notify transitioning members of new transportation contact information and the process for scheduling transport. Transport for high risk members will be set up in advance.
- Vision services will remain the same under Nationwide.

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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4. Will all PHP members be automatically moved to Care1st?

Members will have a chance to pick a different AHCCCS plan during an open enrollment period, prior to the May 1, 2017 effective date. AHCCCS notified PHP members via letter of a special open enrollment period from February 1, 2017 through March 31, 2017. PHP members were given the option to do nothing and receive all their services from Care1st beginning May 1, 2017 or to choose a different plan from the list of plans provided. Members of PHP who do not select a different health plan will be automatically transferred to Care1st.

5. Will PHP member's health plan benefits change due to the transfer?

No, AHCCCS requires that all of its plans provide the same covered services to its members.

6. Will PHP members receive new Member ID cards?

Yes, PHP members transitioning to Care1st will be issued the standard Acute Medicaid member ID cards within 12 business days of the formal transition date to Care1st.

7. Where do I submit claims for PHP members?

Claims for services rendered 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 571116.

8. What services require prior authorization?

The Care1st Prior Authorization Guidelines outline prior authorization requirements and are available on the Care1st website 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.

9. If I obtained a prior authorization from PHP prior to the transition must I request a new prior authorization from Care1st?

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.

10. If I'm not in the Care1st network, may I request a prior authorization to see a PHP member?

If you are not in the Care1st network you may request a prior authorization to see a PHP member for continuity of care. Please use the Care1st prior authorization form and follow the Care1st prior authorization guidelines located on the Care1st website www.care1st.com/az. You may also contact Provider Network Operations for a hard copy of these documents using the information in the footer.

Please provide all pertinent clinical information including current treatment plan with your request.

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11. What products are being offered by Care1st?

Care1st serves traditional Medicaid and CHIP members in Maricopa and Pima counties, DDD members in Maricopa County and Medicare Dual SNP members in Maricopa and Pima counties. Transitioning PHP members who also have Medicare coverage have the option of enrolling in Care1st's Medicare plan. Members who want to enroll in Care1st's Medicare plan will need to go through a licensed broker/agent.

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