



## PHONE SYSTEM UPDATE

April 12, 2018

Dear Care1st and ONECare Providers and Office Staff:

In order to make improvements, we are changing our phone system on May 10.

What is not changing:

1. Our phone numbers remain the same
2. All prompts and options remain the same

What is changing:

1. The auto attendant voice that you hear when calling Care1st and ONECare will be different
2. Our ability to monitor service levels will improve

If you have any questions, please call our Network Management team using the contact information below.

**THANK YOU!**

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Care1st Network Management  
Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)  
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Visit our website at [www.care1staz.com](http://www.care1staz.com)

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