



## Care1st ACC October 1, 2018 Updates

October 1, 2018

Dear Care1st Providers and Staff:

AHCCCS Complete Care (ACC) Contract is effective today, October 1, 2018. The purpose of this communication is to provide details to assist you with navigating membership changes.

### **Eligibility Verification**

In order to reliably verify AHCCCS member eligibility and enrollment, AHCCCS and Care1st recommend that providers utilize available eligibility and enrollment verification options provided directly by AHCCCS. Providers may use any one of several verification processes to obtain eligibility, enrollment, CRS, and Medicare/TPL information (if available):

1. Batch Process (270/271) – this process involves sending a file of individuals to AHCCCS and AHCCCS responds the following day. Additional information can be obtained by calling the AHCCCS Help Desk at 602.417.4451.
2. Web Portal – Allows eligibility and Medicare/TPL verification for members. To create an account, providers must go to <https://azweb.statemedicaid.us>. For technical support when creating an account, providers should call 602.417.4451.
3. Interactive Voice Response – Unlimited number of verifications can be performed by entering information on a touch-tone telephone. Call 602.417.7200 or 800.331.5090.
4. AHCCCS Verification Unit – If you are unable to use the other methods, you can use the phone numbers in #3 between 8:00 a.m. to 5:00 p.m. Please be prepared to provide Provider NPI/AHCCCS ID, Member's name, date of birth, and AHCCCS ID number or Social Security number and Date(s) of Service(s).

### **Prior Authorizations – Care1st Members Effective 10/1/18 only**

Care1st received open authorizations for transitioning members. We will honor open authorizations through the expiration date or at a minimum of 30 days.

To ensure a smooth transition for members, if non-contracted providers agree to continue to serve an established patient, Care1st will allow a transition of 90 days for PCP and 180 days for Specialists for members in active treatment or through expiration of an open authorization whichever comes first. Also see provider FAQ on the AHCCCS website.

Additional information including the provider manual, prior authorization guidelines, clinical guidelines and forms are located on our website at [www.care1staz.com](http://www.care1staz.com).

Care1st staff is available to assist and can be reached using the contact information below.

***Thank you!***

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**Care1st Network Management**  
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