

Care1st Medicaid Plan Changes New Effective Date 6/1/2019

Name Change

The Care1st integration date has changed! On June 1, 2019, Care1st Health Plan Arizona Inc. (Care1st), a WellCare company, will integrate with WellCare and be known as WellCare of Arizona. The new logo is included in the header: **WellCare, Beyond Healthcare. A Better You.** The AHCCCS plan will continue to be offered in Maricopa, Pinal, Gila, Mohave, Coconino, Navajo, Apache and Yavapai Counties.

Website Change

Our new website, www.wellcare.com/Arizona, will be **effective April 1, 2019**. The new website will contain useful information to operationalize WellCare in your practice(s). Outlined below is information that will be available on our website and how you can access the information.

1. Secure Provider Portal. WellCare's secure online provider portal offers immediate access to an assortment of useful tools, such as the ability to view eligibility, claims and remittance advices, and so much more! To become a registered user, click the "Login/Register" link at the top of the page and follow the instructions. There are various "How To" videos available on the "Care1st Migration" link. See item No. 9 below for details on how to access this link.

Dental providers may register for the Advantica portal on the Advantica website: www.advanticabenefits.com>Providers>Provider Registration

2. Find a Provider/Pharmacy. Click on the "Find a Provider/Pharmacy" link
3. Dental. Advantica manages the dental benefits provided to Care1st members. Advantica also pays Care1st dental claims. Details about Advantica including phone, claims address, etc. are available in our Quick Reference Guide (location listed below).
4. Dental Clinical and Billing Guidelines. Found at: www.advanticabenefits.com>Providers>ProviderLogin>Reference Manuals
5. Authorization Changes. There will be several updates related to the authorization process. Please review the Quick Reference Guide located on the *Care1st* migration page. This guide details WellCare's authorization strategy and high-level requirements. We also recommend that you use the Authorization Lookup Tool to identify which services require authorizations.

Network Management

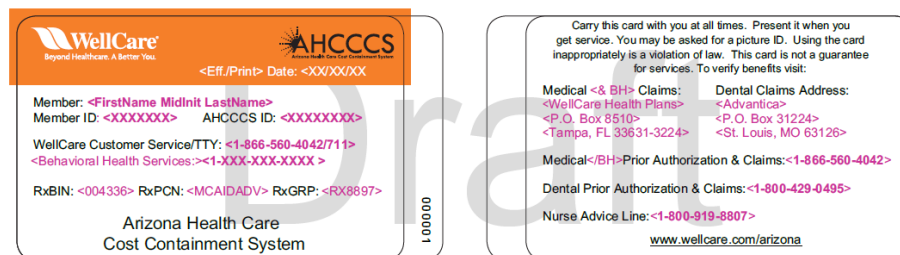
Phone 1-602-778-1800/1-866-560-4042 (Options in order: 5, 7) | Fax 1-602-778-1875

E-mail SM_AZ_PNO@Care1stAZ.com | Visit our website at www.wellcare.com/Arizona

Looking for your assigned Provider Network Representative?

On our website go to Providers > CARE1st Migration > Provider Rep Contact Information

6. Authorization Lookup Tool. This tool identifies authorization requirements by code and Place of Service (POS) and can be found at: www.wellcare.com/Arizona/Providers/Authorization-Lookup or hover over *Providers* and select *Authorization Lookup Tool*.
7. Forms. All forms can be found at: www.wellcare.com/arizona/providers/Medicaid/Forms
8. Formulary. The formulary can be found at: www.wellcare.com/Arizona/Providers/Medicaid/Pharmacy
9. Care1st Migration Web Page. This page contains communications and tools related to the Care1st migration to WellCare. To reach this page: *Hover over the "Providers" menu at the top of the page and Click on the "Care1st Migration" link*. Some key tools posted on this page are:
 - a. Quick Reference Guide. This guide provides a great deal of information including key phone and fax numbers
 - b. Provider Manual. Available to be viewed and downloaded as an entire document
 - c. Also available on the Care1st migration page is information related to:
 - Claims submission process/paper claims process
 - Correspondence addresses
 - EDI Payer ID changes and submissions
 - Electronic Funds Transfer and Electronic Remittance
 - Real Time Connectivity
10. Member Identification (ID) Cards. All members will receive a new WellCare ID card. ID cards are intended to identify members, the type of plan they have, and to facilitate their interactions with healthcare providers. Providers are responsible for ascertaining the current eligibility of the cardholder.



Please visit our website at www.wellcare.com/Arizona or call us at the numbers below if you have questions.

WellCare values everything you do to deliver quality care to our members – your patients – and ensure they have a positive healthcare experience. We look forward to working with you.

Network Management

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