

Provider Tips



Top 5 Denial Reasons and Reminders to Reduce Denials:

- 1. Provider Not Contracted – Auth Required:**
 - Refer all laboratory services to Sonora Quest (our exclusive lab)
 - Refer to the Prior Authorization Guidelines on the website
- 2. Primary Insurance on file-Bill Primary Insurance:**
 - Verify coverage at each appointment
 - Use AHCCCS online to verify other coverage
- 3. Duplicate Billing:**
 - Use the Care1st Web portal to confirm claim status at any time
 - Allow 45-60 days from the initial claim submission prior to resubmitting
 - Contact Claims Customer Service to assist with questions prior to submitting duplicates
- 4. Patient Not Eligible on Date of Service:**
 - Confirm eligibility on AHCCCS online or Care1st Member Services prior to claims submission
- 5. Exceeds Timely Filing Guidelines:**
 - Initial claim submission must be received no later than 6 months from the date of service, or eligibility posting date, whichever is greater
 - Care1st secondary claims must be received within 6 months from the date of service/eligibility posting date, or within 60 days of the primary carrier's processing date as indicated on the EOB, whichever is greater
 - Resubmissions must be received within 12 months of the date of service, or eligibility posting date, whichever is greater

Denials Due to Non-Contracted Provider Referrals

One of our most common claim denial reasons is due to referrals made to non-contracted providers without authorization.

All non-contracted providers require prior authorization except in cases of emergency, EPSDT visits for children less than 21 years of age, or AHCCCS covered vaccinations for children or adults.

Note: Testing and treatment for COVID-19 falls under the emergency declaration, and is identified based on billed diagnosis, modifier, condition code, and/or CPT/HCPC.

To locate a contracted provider in the Care1st network:

- Visit the Care1st website at www.care1staz.com
- Select Care1st Health Plan Arizona
- Select Providers
- Select Our Network
- Choose the type of provider/search

As a reminder, SonoraQuest is our exclusive contracted provider for pathology/ laboratory services.

The Care1st prior authorization form, including instructions for submission are located on the Care1st website at:

www.care1staz.com>Provider>Forms>Medical/Behavioral Health Prior Authorization Form

Fax completed forms and appropriate documentation to 602.778.1838.



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