Claim, Prior Authorization & Other Helpful Hints

March 8, 2023

1. Utilize the Pre-Auth Check tool on our website to determine if a service requires prior authorization. Using the tool will save you from submitting a request for services that do not require prior authorization
   - Location: www.care1staz.com > For Providers > Pre-Auth check

2. Confirm you are using the appropriate prior authorization form for requests
   - Location: www.care1staz.com > For Providers > Provider Resources > See Provider Forms and Resources > Manuals, Form, and Resources

3. Prior authorizations are created for a specific HCPC/CPT code(s)
   - As a result, the codes billed on the claim must match the code(s) that was prior authorized
   - If you intend to bill additional/different HCPC/CPT codes, please contact Care1st to request an update to the prior authorization. Prior authorization/Claim mismatches can result in the denial of the claim

4. Prior authorizations are created for a specific rendering practitioner/provider
   - As a result, the rendering practitioner/provider must match the practitioner/provider that was prior authorized
   - If a different practitioner/provider rendered the service, please contact Care1st to update the prior authorization. Prior authorization/claim mismatches can result in denial of the claim

5. Include the prior authorization number on your claim as it helps expedite claim adjudication

6. Submitting prior authorization requests via the secure provider portal is preferred and results in faster turnaround time
   - To register for Secure Provider Portal access, please visit, www.care1staz.com > For Providers > Login > Login/Register > Create New Account
     - If you have questions about your registration, please contact Care1st Network Management at (866) 560-4042 (Option 5, 7)
   - If you choose to submit via fax, please use the appropriate fax number:
     - Inpatient UM/Hospital Notifications/Face Sheets & SNF: (833) 618-2174

7. Billing NPI, i.e., Organizational NPI aka GNPI is required on your claims
   - To avoid claim pends, denials, etc., it's critical you notify Network Management of all billing GNPIs you are including on your claims *before you bill* so we can confirm the GNPI(s) is loaded in our system

8. Use our Secure Provider Portal to view claim status and payment information
   - You may also request claim reconsiderations and submit supporting documentation
   - To register for Secure Provider Portal access, please visit, www.care1staz.com > For Providers > Login > Login/Register > Create New Account

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Care1st Network Management
Ph 866.560.4042 (Options in order: 5, 7)
Fax 833.618.1507/E-mail SM_AZ_PNO@Care1stAZ.com
Visit our website at www.care1staz.com
Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info

- o If you have questions about your registration, please contact Care1st Network Management at (866) 560-4042 (Option 5, 7)

9. Care1st partners with Payspan to provide Electronic Funds Transfer (EFT) and Electronic Remittance Advices (ERA)/835 services. If you have not already done so, please register with Payspan!
   - o Please also consider attending a Payspan Webinar: Payspan hosts monthly provider training sessions
     - Webinar Wednesdays sessions are open to any provider and payer representative who would like to learn more about the provider experience on the payspanhealth.com portals
     - The webinar covers the following topics:
       1. How to register with Payspan (new user)
       2. How to add additional registration codes to an existing Payspan account
       3. How to navigate through the Payspan web portal
       4. How to view a payment
       5. How to find a remit
       6. How to access 835s
       7. How to change bank account information
       8. How to add new users
     - Payspan webinars are hosted on the Fuze webinar application
     - Participants should join 10 minutes early to complete any required setup, which may include the Fuze app download
   - o Payspan Registration:
     - You must register separately for Care1st even if you are registered with Payspan for other health plans
     - We also recommend checking Payspan every week as it is common to find new registration codes available, which must be activated to receive/continue to receive EFT
   - o For more information on the Payspan registration processor Webinar Wednesdays please contact Payspan by phone (877) 331-7154, Option 1 or email providersupport@payspanhealth.com

Thank you!

Care1st Network Management
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Visit our website at www.care1staz.com