

SECTION II: Quick Reference Contact List

DEPARTMENTAL CONTACTS

ONECare
 602.778.8345 or 1.877.778.1855
Claims Address:
 2355 E. Camelback Rd #300 Phoenix, AZ 85016

Department	Phone	Fax
Behavioral Health Coordinator	602-778-1834	N/A
Case Management	Extension 8301	602.778.1810
Claims Customer Service	Options 5, 4	602.778.8346
Claim Disputes and Appeals	Options 5, 9	602.778.8371
Claim Liaison	Extension 1877	602.778.8346
Compliance	Extension 8343	602.778.1814
Disease Management	Extension 8301	602.778.1810
Hospital/SNF Admission Notification	See Prior Authorization – Medical	602.778.8386
Member Services	Options 5, 3	602.778.1814
Prior Authorization-Pharmacy	Options 5, 5	602.778.8387
Prior Authorization-Medical Status Inquiry	Options 5, 6, 2	602.778.1838
Urgent Telephonic Requests or Revisions To Existing Prior Authorizations or Questions Denied Authorizations	Options 5, 6, 3	
Quality Management	602-778-1839	N/A
Provider Network Operations	Options 5, 7	602.778.1875
Fraud Waste and Abuse Hotline	877.837.6057	N/A

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WEBSITE www.care1st.com/az

Our website is an additional resource for our provider network. It contains up to up-to-date information including but not limited to the following:

- Blast Fax Communications
- Forms
- Mailings
- Formulary
- Provider Listings
- Prior Authorization Guidelines

Network providers may also complete a one-time registration process in order to obtain a log on and temporary password for secure access to the ONECare website that will provide additional functionality to:

- Check Claims Status
- Verify Eligibility
- View Remittance Advices

To complete the registration process:

1. Choose “Provider Logon” under the Provider menu
2. Complete the Request Access On-Line Form
3. You will receive your logon and temporary password via email

ONECARE CONTRACTED VENDORS

Please reference our Prior Authorization Guidelines to determine authorization requirements.

DME & MEDICAL SUPPLIES (colostomy/ostomy, catheters, supplies, etc.)

Preferred Homecare

Phone: 480.446.9010

Fax: 480.446.7695

ENTERAL

Option 1 Nutrition Solutions

Phone: 480.883.1188

Fax: 480.883.1193

HOME HEALTH (Skilled Nursing and Home Therapy)

Professional Cares

Phone: 602.395.5114

Fax: 480.666.0248

INFUSION

Preferred Homecare

Phone: 480.446.9010

Fax: 480.446.7695

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GLUCOSE MONITORS

ONECare members use monitors by Abbott Diabetes Care like FreeStyle Freedom[®] meter or FreeStyle Lite. A meter can be obtained by contacting Abbott Diabetes Care at 866.884.8892 or www.myfreestyle.com/meterprogram. Once a physician script is written, members obtain the meter, test strips and lancets at a contracted pharmacy.

LABORATORY SERVICES

Sonora Quest

Phone: 602.685.5000

Sonora Quest patient service locations are available at www.sonoraquest.com by clicking on the patient service center locator tab. Web-based patient service center appointment scheduling is also available and offers members the ability to schedule an appointment for a convenient day and time, resulting in reduced wait time upon arrival at a patient service center. The web based scheduling system is available 24-hr a day. Walk-in appointments are still available during scheduled hours of operation as well, although appointments are encouraged.

OPTOMETRY/VISION

Nationwide Vision

Phone: 480.354.7976

PEAK FLOW METERS

In order to ensure that asthma is managed as effectively as possible, it is vital that a PCP driven asthma action plan be developed for each member as they use the peak flow meter in order to ensure that asthma is managed as effectively as possible. When a peak flow meter is indicated, the physician/practice contacts the contracted DME provider who dispenses the peak flow meter to the member.

WOUND VAC

MedOne

Phone: 480.729.6984

Fax: 480.729.6999

PHARMACY BENEFITS MANAGER

MedImpact

Phone: 800.788.2949

NATIONAL BENEFIT INTEGRITY MEDICARE DRUG INTEGRITY CONTRACTOR (NBI MEDIC)

Phone:

877-7 SAFERX or (877) 772-3379

Fax:

(410) 819-8698

OFFICE OF INSPECTOR GENERAL HOTLINE (FRAUD & ABUSE)

Phone: 1-800-HHS-TIPS (1-800-447-8477)

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TTY: 1-800-377-4950

Fax: 1-800-223-8164

Online:

<https://forms.oig.hhs.gov/hotlineforms/report-fraud-form.aspx>

HEARING IMPAIRED

ONECare has an agreement with Valley Center for the Deaf (VCD) (Maricopa County) and Community Outreach Program for the Deaf (Pima County) to schedule American Sign Language interpreters to meet members at their appointments. ONECare reimburses for the service. We do need at least 7 days to schedule the service. The provider's office may contact the Member Services Department once the member's appointment has been made and Member Services will make the necessary arrangements.

In addition, if the provider's office needs to contact a member by telephone, they may do so via Arizona Relay Service. Providers may dial 800.367.8939 for TTY users or go to the website at (www.azrelay.org) to see other alternatives for members that do not use TTY. This is a state program and there is no charge associated with this service.

TRANSLATION SERVICES

ONECare is dedicated to working with its contracted providers to effectively deliver quality health care services to its culturally and linguistically diverse membership. Moreover, ONECare members have a right to interpretation services. To assist in meeting this challenge, ONECare offers over-the-phone language interpretation services to all contracted providers. Provided by CyraCom International, this language interpretation service offers qualified medical interpreters with knowledge of health care terminology and procedures. Available 24 hours a day, 7 days a week, this service helps providers and their staff access interpretation services, so that you can provide care to even the most diverse communities. All ONECare contracted providers have access to CyraCom's interpretation services. Each practice is assigned a PIN that is required to access CyraCom's interpretation services. All fees for services will be billed directly to ONECare so that you can focus on ensuring effective communication with your ONECare non-English speaking patients. Please call 800.481.3293 to access this service. CyraCom's customer service is also available to provide assistance at 800.481.3289.