



Provider Forum Feedback

April 16, 2015

Dear Care1st Providers and Staff:

Care1st recently conducted Provider Forums in Maricopa and Pima County. Thank you to all that took time out of your busy schedules to meet with the Care1st team.

During both forums we asked you to complete a brief survey. We have reviewed your feedback on those surveys and wanted to follow-up and provide you with responses.

- Q1** Is it possible to provide more dental information during forums?
A1 Care1st is coordinating with our dental administrator, Advantica, to have a representative on-site at a future forum to present. Additionally, future forums will include more dental topics, such as claims, prior authorization information, etc.
- Q2** Is Care1st making any upgrades to the website functionality such as adding other insurance information to eligibility inquiry and the option to review primary care rosters online?
A2 Care1st will begin discussions regarding online primary care rosters and adding other insurance information to the eligibility inquiry. We will keep you posted of progress during future forums.
- Q3** I have questions specific to my specialty. Can there be more detailed presentation specific to certain specialties?
A3 Although AHCCCS requires that the forums be open to all contracted providers, Care1st will continue to make every effort to include topics applicable to the greatest number of attendees possible. In addition, our team will remain available after each forum to review any specific questions you may have. Also, if you would like a one on one session with your Provider Rep, let us know and we'll set one up!
- Q4** Who is my Provider Rep?
A4 The Provider Rep names and assignments can be found out our website.
<https://www.care1st.com/az/> > Providers > Provider Rep Contact Info

If you have any questions or do not have internet access and would like us to send you a hard copy of the Provider Rep Contact Info, please call Provider Network Operations at the numbers below.

Thank you!

Provider Network Operations
Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)
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