

Provider Tips



Additional Tips:

- **Submit Medical/GMH-SA Behavioral health claims for the dual eligible population to:**
Care1st/ ONECare
2355 E Camelback Road #300
Phoenix, AZ 85016
- **Summit Dental claims to:**
Advantica
PO Box 8510
St Louis, MO 63126
- **Claims must be submitted on the most current version of the claim form:**
 - Practitioners – CMS-1500 (02/12)
 - Facilities – UB-04
 - Dental – J430D
- **The Care1st Provider Manual and Quick Reference Guide are great tools to assist in answering questions**
- **Still need assistance? Please contact our Provider Claims Liaison at 602-778-1877**

Our goal is to assist you in reducing denials so your claims are paid during the initial submission, reducing your administrative costs. Below are some helpful hints to reduce denials:

1. Duplicates

- Claims status can be checked 24 hours a day, 7 days a week on the Care1st web portal to confirm claims have been received/processed
- Please allow 45-60 days from the initial submission of a claim to allow time for processing and posting prior to resubmitting
- Care1st Claims Customer Service is available to assist with questions on claims processing prior to submitting duplicate claims

2. Primary Insurance Coverage Exists

- Be sure to ask the member about other insurance at each appointment
- When using AHCCCS online to verify eligibility, this is a great opportunity to also check for primary insurance coverage
- Care1st Member Services can confirm other insurance coverage when calling to verify eligibility
- If you receive a denial from Care1st due to other insurance, primary insurance information can also be obtained by calling Claims Customer Service

3. Provider not Contracted – Authorization Required

- Refer all laboratory services to Care1st's exclusive laboratory provider - Sonora Quest
- Authorization is required for all services referred to an out-of-network provider

4. Patient not Eligible on Date of Service

- Confirm eligibility on AHCCCS online whenever a new patient is seen, or an existing patient who has not been seen for an extended time period

5. Timely Filing

- Submit initial claims within 6-months of the date of service
- Submit resubmissions within 12-months of the date of service or within 60-days of the date of the recoupment.
- If you have questions on a claim denial, contact Claims Customer Service so we can assist you prior to resubmitting the claim

Care1st Contacts:

- Website to check claim status: www.Care1st.com/AZ
- Claims Customer Service: 602-778-1800 (Option 5, 4)
Available 8:00 am to 12:00 pm and 1:00 pm until 4:30 pm. Monday through Friday
- Member Services: 602-778-1800 (Option 5, 3)
Available 8:00 am to 5:30 pm Monday through Friday



Care1st Health Plan Arizona
2355 E Camelback Rd.
Suite 300
Phoenix, AZ 85016
Phone: 602.778.1800
Toll Free: (866).560.4042