

## PROVIDER MANUAL UPDATES & PROVIDER NETWORK SPRING MAILING

May 18, 2017

The **Care1st Provider Manual** has been updated (May 2017 revision date) and is available on our website:

[www.care1st.com/az/](http://www.care1st.com/az/) > Care1st > Providers > Manual

In addition to a link to the complete manual, each section of the manual has its own link. You may view, search and print as needed. The table below outlines the changes made by section:

Section	Title	Updates
II	Quick Reference Contact List	<ul style="list-style-type: none"> <li>• Department Contacts</li> <li>• Hearing Impaired Services information updated</li> </ul>
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> <li>• Behavioral Health Appointment Availability Standards updated</li> <li>• Medical Records and Record Retention verbiage updated</li> <li>• American Sign Language information updated</li> </ul>
VI	Covered Services	<ul style="list-style-type: none"> <li>• Removed Percussive Vests from the AHCCCS Excluded Benefits Table for Adults</li> </ul>
VII	Behavioral Health Services	<ul style="list-style-type: none"> <li>• Behavioral Health Referral RBHA contacts updated</li> </ul>
XI	Billing, Claims and Encounters	<ol style="list-style-type: none"> <li>1. Dental Claims updated submission instructions</li> <li>2. Dental Electronic Funds Transfer information updated with new vendor enrollment instructions</li> <li>3. Benefit coordination and Fiscal Responsibility for Behavioral Health Services and Physical Services updated link to AHCCCS policy</li> <li>4. Modifier 59 additional codes for records required when billed with the referenced modifiers added</li> <li>5. Added J3490 billing instructions to Drug Billing section</li> </ol>

Also available on our website is the **2017 Spring Provider Network Operations Mailing and Quick Reference Guide** at:

[www.care1st.com/az/](http://www.care1st.com/az/) > Care1st > Providers > Mailings & Reference Materials

A link to the complete set of documents is available along with a separate link to just the Quick Reference Guide. You may view, search and print as needed.

The *network mailing* includes updates, helpful reminders and tools to make your life easier when working with Care1st and ONECare.

The *Quick Reference Guide* includes information on *more than 70 topics*: Everything from advanced directives, AHCCCS accessibility and availability standards, behavioral health, health plan contact information, claims and reimbursement, EDI, EFT, fraud/waste/abuse, to prior authorization tips, and much, much, more. Please check it out!

If you do not have access to the internet and need a hard copy of the manual or Quick Reference Guide, please contact Provider Network Operations as outlined below.

***Thank you!***

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**Provider Network Operations**  
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Visit our website at [www.care1st.com/az](http://www.care1st.com/az)

*Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info*