



AHCCCS PROVIDER FORUM
Care1st
Tuesday, March 31, 2015
Agenda

Welcome, Introductions and Raffle

Tim Tejada, Provider Network Operations Manager

Shirley Toms, East Valley Provider Representative

- Website Overview
- PCP Role in Dental Health

Linda Patterson, West Valley Provider Representative

- Developmental Tools
- Credentialing

Rene Gaynor-Hail, Pharmacy Lead

- Controlled Substances

Kathy Hoffman, AVP Clinical Operations

Melanie Sealy, Prior Authorization Manager

- Changes/Updates
- Turnaround Time
- Urgent Authorization
- Online Prior Authorization

Anthony Crooks, Claims Manager

- Claims Updates
- Top 5 Claim Denials
- AHCCCS Changes

Daniel de la Vara, Claim Disputes and Appeals Manager

- Claim Dispute Overview
- Processing a Dispute
- Care1st Obligations

Questions and Answers followed by Individual 1:1 Q&A

All

Final Raffle and return questionnaires