



**MARICOPA PROVIDER FORUM AGENDA**  
**Care1st**  
**Wednesday, September 28, 2016**

Welcome, Introductions and Raffle

*Tim Tejada, Provider Network Operations Manager*

*Anthony Crooks, Senior Claims Liaison*

- Coding and Modifiers
- Developmental Screening Claims
- Covered Services
- Coordination of Benefits and Out of Network Lab Referrals
- Top 5 Claim Denials

*Rene Gaynor-Hail, Pharmacy Lead*

- Pharmacy Prior Authorization Requests
- Pharmacy PA Documentation
- Pharmacy PA Criteria and Turnaround Time

*Kathy Hoffman, AVP of Clinical Operations*

- Medical Prior Authorization Documentation
- Medical PA Criteria Example

*David Aros, Appeals Analyst*

- Defining Claims Disputes
- Claims Dispute Documentation
- Claims Dispute Timeframes

*Nancy DeRosa, Director, Quality Management*

- PCP and Dental Care
- Developmental Screening
- Credentialing

*Cecilia Carroll, South Valley Provider Representative*

- Provider Loading and Change Process
- Plan Resources

*Linda Patterson, Northwest Valley Provider Representative*

- AHCCCS Benefit Updates

Final Raffle, Return Questionnaires and Introduction Dental Specific Topics

Medical Presenters Available for 1:1 Q&A by the Care1st table

*Ivette Gastelum, Northeast Provider Representative*

- Advantica Website Overview
- Dental EDI and EFT
- Dental Claims Top 5 Denials and Tips
- Dental Prior Authorization Tips

Return any remaining Questionnaires

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

*All*