



## Fall 2020 Provider Forum Q & A

September 29, 2020 | 10:00 AM to 12:00 PM

**Q: I am a contracted provider; do we have to re-credential our clinicians?**

A: All clinicians require re-credentialing every three years.

**Q: Why do providers need to re-credentialing every three years, isn't that too much work for the doctors?**

A: Care1st credentials all providers within its network to ensure they are adequately trained, appropriately licensed and able to provide quality health care to Care1st enrollees. Care1st re-credentials all providers within its network at least every three years in order to ensure their continued adherence to Care1st quality standards.

**Q: Will today's presentation be emailed to all participants? Are we able to print the presentation out?**

A: Care1st will be posting a printable PDF version of the presentation, along with a few supplementary documents, at: <https://care1staz.com/az/providers/forum.asp>. The live presentation is also being recorded and we hope to post that as well.

**Q: Will we be able to check authorization status in the future on the Care 1st provider portal?**

A: At this time Care1st's website does not have the capability to check prior authorization status. Prior authorizations status can be checked by calling 602-778-1800 option 5, 6, 3.

**Q: What is the email address to send provider/office updates?**

A: All provider adds, changes, termination requests can be sent to: [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)

**Q: Due to the Care1st office location move, do I continue to send my claims to the Tampa, FL address? Where do I send my claims appeals?**

A: The new Care1st office will be located at:

1870 W Rio Salado Parkway  
Tempe, AZ 85281

All claim disputes, appeals, and non-claim correspondence should now be sent to this location.

For paper claims, please continue to send to:

Attention Claims Department  
P.O. Box 31224  
Tampa, FL 33631-3224

**Q: How can I find out who my Provider Network Representative is?**

A: If you're unsure, there are three easy ways of identifying your Network Representative:

- 1) Visit [www.Care1staz.com](http://www.Care1staz.com) > [Care1st Health Plan Arizona](#) > [Providers](#) > [Provider Rep Contact Info](#)
- 2) Call Network Management at (866) 560-4042, Option 5, then option 7
- 3) Email a request to [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)

Please note, territories are generally assigned according to geography of the primary office location and/or Administrative Office Location.

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Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/E-mail [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)

Visit our website at [www.care1staz.com](http://www.care1staz.com)

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