



Care1st Members Transition to Arizona Complete Health Effective October 1, 2021

June 29, 2021

Dear Provider Partner:

In January 2020, WellCare, parent company of Care1st, and Centene, parent company of Arizona Complete Health (AzCH) merged. Currently, both Care1st and AzCH service the AHCCCS Central Geographical Service Area (GSA), which includes Gila, Maricopa and Pinal counties. Effective October 1, 2021, Care1st will no longer service the Central GSA. As a result, Care1st Gila, Maricopa and Pinal members will soon receive further information regarding a special AHCCCS open enrollment period in July 2021.

During this open enrollment period, members can choose to do nothing and have their coverage transferred to AzCH on October 1, 2021 or the member can select a different AHCCCS health plan.

AzCH will send members a new member ID card in early October. While it's always important to verify member eligibility, it will be even more critical to verify eligibility prior to providing services on or after October 1, 2021 to your current Care1st members in order to confirm the members' new AHCCCS plan.

Care1st will work with AzCH to keep the member with their current primary care provider (PCP) if possible. If their PCP is not contracted, AzCH will assign the member to a new PCP effective October 1, 2021. The member may choose a different PCP at any time.

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

Visit our website at www.care1staz.com

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

To confirm your contract status with AzCH, please call 1-866-796-0542. If you are not contracted with AzCH and would like to submit a request for participation consideration, please visit:

<https://www.azcompletehealth.com/providers/become-a-provider.html>

NOTE: Members in the Northern GSA, i.e. Apache, Coconino, Mohave, Navajo and Yavapai counties are **NOT** impacted by this change. Care1st will continue to service the Northern GSA.

Additional information regarding claims, prior authorization and other frequently asked questions will be coming your way in the months leading up to the change.

If you have questions or need assistance, please contact Care1st Network Management using the information below.

Thank You!

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