



## PROVIDER MANUAL UPDATES

September 1, 2022

The **Care1st Provider Manual** has been updated (April 2021 revision date) and is available on our website: [www.care1staz.com](http://www.care1staz.com) > 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>• Updated important phone numbers</li> <li>• Updated and added important fax numbers to align with the ACC &amp; RBHA processes</li> </ul>
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> <li>• Added new section for AHCCCS Provider Enrollment Portal</li> <li>• Added new section for Members with Special Health Care Needs</li> <li>• Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Appointment Availability Standards</li> <li>○ Language Services</li> <li>○ American Sign Language Interpretation</li> </ul> </li> <li>• Removed Cultural, Linguistic and Appropriate Services (CLAS) Committee section</li> </ul>
IV	Member Rights and Responsibilities	<ul style="list-style-type: none"> <li>• Added new section for Grievances and Investigations Concerning Persons with Serious Mental Illness (SMI)</li> </ul>
VI	Covered Services	<ul style="list-style-type: none"> <li>• Updated all Dental Sections</li> <li>• Updated Pharmacy Section</li> </ul>
VII	Behavioral Health Services	<ul style="list-style-type: none"> <li>• Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Pharmacy Management</li> <li>○ Transition Age Youth</li> <li>○ Pre-petition Screening, Court-Ordered Evaluations, and Court-Ordered Treatment</li> </ul> </li> <li>• Added multiple sections for Federal Grant and State Appropriations Requirements</li> </ul>
VIII	Claims Disputes and Appeals	<ul style="list-style-type: none"> <li>• Updated Care1st Provider Claim Disputes &amp; Member Appeals mailing address</li> </ul>
IX	Medical Operations	<ul style="list-style-type: none"> <li>• Updated Prior Authorization and Referral Process including:               <ul style="list-style-type: none"> <li>○ Guidelines will follow InterQual</li> <li>○ Updates to Authorization forms</li> <li>○ Dental PA process outlined for ACC and RBHA</li> </ul> </li> <li>• Updated Pharmacy Management section including:               <ul style="list-style-type: none"> <li>○ Formulary</li> <li>○ Drug Utilization Management Tools</li> </ul> </li> </ul>

**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*



		<ul style="list-style-type: none"> <li>○ Prescription Drug Coverage Limitations</li> <li>● Pharmacy Prior Authorization</li> </ul>
<b>X</b>	Quality Improvement	<ul style="list-style-type: none"> <li>● Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Peer Review</li> <li>○ Incidents, Accident, and Death Reporting</li> <li>○ Medical Record Guidelines</li> <li>○ Seclusion and Restraint</li> </ul> </li> </ul>
<b>XI</b>	Billing, Claims and Encounters	<ul style="list-style-type: none"> <li>● Updated multiple sections including:               <ul style="list-style-type: none"> <li>○ Claims Submission                   <ul style="list-style-type: none"> <li>▪ Payer ID to align with ACC &amp; RBHA</li> <li>▪ Dental Claims</li> <li>▪ Claims submission address to align with ACC &amp; RBHA</li> </ul> </li> <li>○ Modifiers GP &amp; GO</li> <li>○ General Mental Health/Substance Abuse Billing Guidelines</li> <li>○ Medical Claims Review</li> </ul> </li> </ul>
<b>XII</b>	Fraud, Waste, and Abuse	<ul style="list-style-type: none"> <li>● Updated Care1st mailing address</li> </ul>

If you do not have access to the internet and need a hard copy of the manual, please contact Network Management as outlined below.

***Thank you!***

---

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