

10/1/22 RBHA Implementation & 12/1/22 ACC System Migration What You Need to Know! Vol 2

September 9, 2022

Page 1 of 10

Dear Care1st Providers, Office Staff and Billing Staff:

We have changes underway we want to share with you. This is a follow up from our 8/17/22 communication. The pages below outline specifics and timelines. *Pay special attention to items marked* [NEWLY ADDED].

Care1st currently administers physical and behavioral health services to approximately 85,000 AHCCCS Complete Care (ACC) members in the Northern Geographic Services Area (GSA). The Northern GSA includes Mohave, Coconino, Navajo, Apache, and Yavapai Counties.

Effective 10/1/22, we will begin serving as the Regional Behavioral Health Authority (RBHA) in the Northern GSA. We'll onboard approximately 6,000 AHCCCS RBHA members in the Northern GSA. These members will transition from the current RBHA, Health Choice. RBHA responsibilities include administering integrated physical and behavioral services to members living with serious mental illness (SMI), administration of the crisis system, and grant administration activities.

System Platform

Care1st will implement and operate the new RBHA business on Centene systems, which are different from the systems currently used for our existing ACC business. This will result in changes to how you work with Care1st. A few examples include:

- Different Payor ID for electronic claims submission / Different address for paper claims submission /Additional NPI Requirements
- Different process for claim remittance advices
- Variety of new forms
- Different public facing website and provider portal (with enhanced callabilities)

We will migrate our ACC business to the same platform as the RBHA for dates of service 12/1/22 and after.

- **RBHA members dates of service on and after 10/1/22:** Northern GSA RBHA members will be transitioned onto the claim, prior auth and web portal platform of our parent company, Centene
 - o This will result in *use of a different* claim submission address, payor ID, prior auth submission form and process, web portal, etc. than what you currently use for existing Care1st ACC members
 - o Members will receive a new ID card from Care1st reflecting this information (see example below)
- Existing Care1st ACC members dates of service through 11/30/22: Continue to follow the current claim submission, prior auth submission and other existing processes used today. No change but different than what you will follow for the RBHA members until 12/1/22.
- Existing Care1st ACC members dates of service on and after 12/1/22: Care1st ACC members will be moved from the existing Care1st platform to the platform of our parent company, Centene. Claims submission, prior auth submission, etc. will then match the processes used for RBHA members
 - Members will receive a new Care1st ID card reflecting this change

Please review the details that follow and contact us at the numbers below if you have questions or would like talk to through anything we outline in this or subsequent communications. *Thank you!*

Claim Submission

| Date of Service (DOS) | Line of Business | Claim Type | EDI Clearinghouse Payer ID | Paper Claims Mailing Address |
|---------------------------------------|------------------|--------------------------------------|----------------------------------|-----------------------------------------------------------------------------|
| DOS on or after 10/1/22 NEW | RBHA | Professional and Institutional | 68069 | Care1st Health Plan PO Box 8070 Farmington, MO 63640-8070 |
| DOS through 11/30/22 NO CHANGE | ACC | Professional and Institutional | 57116 | Care1st Health Plan Claims Department PO Box 31224 Tampa, FL 33631 |
| DOS on or after 12/1/22 CHANGE | ACC | Professional and Institutional | 68069 | Care1st Health Plan PO Box 8070 Farmington, MO 63640-8070 |

Additional Claim Submission Instructions - RBHA DOS ON AND AFTER 10/1/2022

RBHA Professional Services

- o When billing a professional service with dates of *service (DOS) spanning before and after 10/1/22*, to avoid eligibility rejections, please split the services into two separate claim submissions.
- o Also, if the 1st DOS on claim is prior to 10/1/22 the claim will be rejected, so please make sure the 1st DOS listed is 10/01/22 or after.
- Submit DOS prior to 10/1/22 to Health Choice and DOS 10/1/22 on and after to Care1st:
 - Professional (837P) service date for all claim lines is in Loop 2400 (DTP*472*from-through~) or in FL-24a the unshaded area on the CMS150002/12 paper form.

RBHA Institutional Outpatient Bill Type and Non-DRG Services

- o When billing dates of service *spanning before and after 10/1/22*, to avoid eligibility rejections, please split the services into two separate claim submissions.
- \circ Also, if the 1st DOS on the claim is prior to 10/1/22, the claim will be rejected; please make sure the 1st DOS listed is 10/01/2022 or after.
- o When billing services with an outpatient bill type or non-DRG institutional services, please use the earliest "From Date" in the claim submission.
 - Institutional statement earliest service date is in Loop 2300 (DTP*434*from-through~) or in FL-06 of the UB-04 CMS-1450 paper form.

RBHA Institutional Inpatient DRG Services

- o When billing institutional inpatient DRG services please use the 'Through Date Institutional' statement date located in Loop 2300 (DTP*434*from-through*) or FL-06 of the UB-04 CMS-1450 paper form.
- Should the admission date and discharge date span the 10/1/22 cutover date, AHCCCS requires that the "From Date" be sent as the subscriber's earliest effective date with the payerresponsible for the claim based on the date of discharge.
- o Also, if the 1st DOS on the claim is prior to 10/1/22, the claim will reject; please make sure the 1st DOS listed is 10/1/22 or after.

Billing NPI, i.e., Organizational NPI aka GNPI is Required [NEWLY ADDED]

- o Box 33a on CMS-1500 paper submissions or 837P Loop 2010AA NM108 / NM109
- o Box 56 on UB-04 paper submissions or 837I Loop 2010AA NM108 / NM109

Additional Claim Instructions – ACC DOS THROUGH 11/30/22

NO CHANGE FROM CURRENT PROCESS

Additional Claim Instructions - ACC DOS ON AND AFTER 12/1/22

ACC Professional Services

- o When billing a professional service with dates of *service (DOS) spanning before and after 12/1/22*, to avoid processing rejections, please split the services into two separate claim submissions.
- o Also, if the 1st DOS on claim is prior to 12/1/22 the claim will be rejected, so please make sure the 1st DOS listed is 12/01/22 or after.
- Submit DOS prior to 12/1/22 to Payer ID 57116 or the Tampa address, and DOS 12/1/22 on and after to Payer ID 68069 or the Farmington address:
 - Professional (837P) service date for all claim lines is in Loop 2400 (DTP*472*from-through~) or in FL-24a the unshaded area on the CMS1500 02/12 paper form.

ACC Institutional Outpatient Bill Type and Non-DRG Services

- o When billing dates of service *spanning before and after 12/1/22*, to avoid processing rejections, please split the services into two separate claim submissions.
- o Also, if the 1st DOS on the claim is prior to 12/1/22 to Payer ID 68069 or Farmington address, the claim will be rejected; please make sure the 1st DOS listed is 12/01/2022 or after.
- When billing services with an outpatient bill type or non-DRG institutional services, please use the earliest "From Date" in the claim submission.
- Submit DOS prior to 12/1/22 to Payer ID 57116 or the Tampa address, and DOS 12/1/22 on and after to Payer ID 68069 or the Farmington address:
 - Institutional statement earliest service date is in Loop 2300 (DTP*434*from-through~) or in FL-06 of the UB-04 CMS-1450 paper form.

ACC Institutional Inpatient DRG Services

- o When billing institutional inpatient DRG services please use the 'Through Date Institutional' statement date located in Loop 2300 (DTP*434*from-through*) or FL-06 of the UB-04 CMS-1450 paper form.
- o Also, if the 1st DOS on the claim is prior to 10/1/22, the claim will reject; please make sure the 1st DOS listed is 10/1/22 or after.
- o Submit DOS prior to 12/1/22 to Payer ID 57116 or the Tampa address, and DOS 12/1/22 on and after to Payer ID 68069 or the Farmington address.

Billing NPI, i.e., Organizational NPI aka GNPI is Required [NEWLY ADDED].

- o Box 33a on CMS-1500 paper submissions or 837P Loop 2010AA NM108 / NM109
- o Box 56 on UB-04 paper submissions or 837I Loop 2010AA NM108 / NM109

Website and Provider Portal www.care1staz.com

On 10/1/22 we will launch a new website using our existing www.care1staz.com domain name to support our new RBHA business. Because our RBHA and ACC business will be on different systems until 12/1/2022, we need to provide access to our current website to support our ACC business and our new website to support our new RBHA business. On 10/1/22 the new www.care1staz.com will be launched to support our new RBHA business. The new site will have a clearly labeled button, prominent on the home page, that will take you back to the current website for content specific to our ACC business (including the provider portal) being operated on legacy Care1st systems.

Once both the RBHA and ACC business is on the same system (12/1/2022), the new www.care1staz.com website will support both RBHA and ACC business and we will continue to provide access to the old provider portal for ACC claim information for DOS prior to 12/1/22.

[NEWLY ADDED] The picture below is a mock-up of the new website home page. See the "Visit the old site" button on the upper right. You'll use it to get back to the old Care1st website and secure provider portal for ACC information for DOS prior to 12/1/22.



The tables on the following pages provide details, comments, and instructions for key areas/topics by line of business and effective date:

| Topic | Line of | Effective Date | Details/Comments/Instructions |
|--------------------|----------|----------------|--------------------------------------------------------------|
| | Business | | |
| Website / Provider | RBHA | DOS 10/1/22 & | Our new website will be accessed through the current |
| Portal | | after | domain, <u>www.care1staz.com</u> to support our new RBHA |
| | | | business on Centene platforms. |
| | | | Registration instructions for the new secure provider portal |
| | | | are forthcoming. |
| | ACC | DOS through | On 10/1/22, the new www.care1staz.com site will have a |
| | | 11/30/22 | clearly labeled button, prominent on the home page, that |
| | | | will take you back to the current website for content |
| | | | specific to our ACC business (including the provider portal) |
| | | | being operated on legacy Care1st systems. |
| | ACC | DOS 12/1/22 | On 12/1/22, the new <u>www.care1staz.com</u> website will |
| | | and after | support both the RBHA and ACC business and we will |
| | | | continue to provide access to the old provider portal for |
| | | | ACC claim information for DOS prior to 12/1/22. |

| Topic | Line of Business | Effective Date | Details/Comments/Instructions |
|----------------------|---------------------|-------------------------|-------------------------------------------------------------|
| Claim Disputes & | RBHA | DOS 10/1/22 & | Submit Claims Disputes & Appeals to: |
| Appeals | KBIIA | after | Care1st Health Plan |
| [NEWLY ADDED] | | ditter | Attention Grievances and Appeals |
| [NEWEL NODED] | | | 1850 W Rio Salado, Suite 211 |
| | | | Tempe, AZ 85281 |
| | ACC | DOS through | Submit Claims Disputes & Appeals to: |
| | | 11/30/22 | Care1st Health Plan |
| | | ' ' | Attention Grievances and Appeals |
| | | | 1850 W Rio Salado, Suite 211 |
| | | | Tempe, AZ 85281 |
| | ACC | DOS 12/1/22 | Submit Claims Disputes & Appeals to: |
| | | and after | Care1st Health Plan |
| | | | Attention Grievances and Appeals |
| | | | 1850 W Rio Salado, Suite 211 |
| | | | Tempe, AZ 85281 |
| Contact List | RBHA | DOS 10/1/22 & | Separate Excel Attachment will be sent with next update |
| [NEWLY ADDED] | | after | |
| | ACC | DOS through | Separate Excel Attachment will be sent with next update |
| | | 11/30/22 | |
| | ACC | DOS 12/1/22 | Updated list will be published and distributed in early Nov |
| | | and after | |
| | RBHA | DOS 10/1/22 & | Envolve Dental will administer dental services. Separate |
| Dental | | after | details are being shared with the dental network |
| [NEWLY ADDED] | ACC | DOS through 11/30/22 | NO CHANGE |
| | ACC | DOS 12/1/22 | Envolve Dental will administer dental services. Separate |
| | | and after | details are being shared with the dental network |
| EFT/835 (Electronic | RBHA | DOS 10/1/22 & | EFT/835 (Electronic Remittance Advice): Payspan Health® |
| Remittance Advices) | | after | You must register. Please begin now! Separate |
| | | | instructions are further down |
| | ACC | DOS through | NO CHANGE |
| | | 11/30/22 | |
| | ACC | DOS 12/1/22 | See RBHA row above. You only need to register once. If |
| | | and after | you register for RBHA you will be ready for the ACC |
| | | | change for DOS 12/1/22 and after |
| Formulary (Preferred | RBHA | DOS 10/1/22 & | The Preferred Drug Lists will be available on our website |
| Drug Lists) | | after | www.care1staz.com beginning on 10/1/22. |
| | ACC | DOS through | NO CHANGE. Use the existing Preferred Drug List |
| | | 11/30/22 | available on our website <u>www.care1staz.com</u> |
| | ACC | DOS 12/1/22 | The Preferred Drug List will be available on our website |
| | | and after | www.care1staz.com beginning on 12/1/22. |
| Lab Services | RBHA | DOS 10/1/22 & | Sonora Quest is our exclusive lab partner |
| | | after | |
| | ACC | DOS through | NO CHANGE. Sonora Quest is our exclusive lab partner |
| | | 11/30/22 | |
| | ACC | DOS 12/1/22 | NO CHANGE. Sonora Quest will remain our exclusive lab |
| | | and after | partner |

| Topic | Line of Business | Effective Date | Details/Comments/Instructions |
|--------------------|---------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Member ID Card | RBHA | DOS 10/1/22 & | Integrated SMI Members will receive a new ID card from |
| Wichiber 15 cara | KBIIA | after | Care1st |
| | | arter | ID Cards will be mailed in early October |
| | | | - Cardo Mili de Mallea III carly october |
| | | | AUGCCC CARTICE |
| | | | AHCCCS CARE ST HEALTH PLAN ARIZONA |
| | | | Arizona Health Care Cost Containment System Member Name: Member Name |
| | | | AHCCCS ID#: <member id=""></member> |
| | | | Carelst Health Plan Arizona |
| | | | Member Services: <1-866-560-4042> (TTY/TDD: 711) Nurse Advice Line: <1-877-236-0375> |
| | | | Crisis Services: <1-XXX-XXXX-XXXX> |
| | | | RxBIN: <004336> RxPCN: <mcaidadv> RxGRP: RX<5496></mcaidadv> |
| | | | IMPORTANT INFORMATION |
| | | | In a life threatening emergency call 911 or go to the nearest emergency room. Carry this card with you at all times. Present it when you |
| | | | get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee |
| | | | for services. To verify benefits visit: www.carelstaz.com |
| | | | Submit Medical & BH Claims to: Submit Dental Claims to: EDI Claims Payer ID: 68069 EDI Claims Payer ID: 46278 |
| | | | PO Box 8070 Envolve Dental Claims |
| | | | Farmington, MO 63640-8070 PO Box 21588 Tampa, FL 33622-1588 |
| | | | Medical/BH Prior Authorization & Claims: <1-866-560-4042> Dental Prior Authorization & Claims: <1-844-876-2028> |
| | | | Pharmacy Help Desk: <1-877-817-0474> |
| | ACC | DOS through | NO CHANGE |
| | | 11/30/22 | |
| | ACC | DOS 12/1/22 | Members will receive a new ID card from Care1st. See |
| | | and after | picture above in RBHA section |
| NPI Notification | RBHA | DOS 10/1/22 & | Billing NPI, i.e., Organizational NPI aka GNPI is required |
| [NEWLY ADDED] | | after | on your claims. To avoid claim pends, denials, etc., it's |
| | | | critical you notify Network Management of all billing |
| | | | GNPIs you are including on your claims before you bill so |
| | | | we can confirm the GNPI(s) is loaded in our system. Also see Additional Claim Submission Instructions sections |
| | | | above. |
| | ACC | DOS through | NO CHANGE |
| | ACC | 11/30/22 | NO CHANGE |
| | ACC | DOS 12/1/22 | See RBHA row above |
| | | and after | |
| Paper and .pdf | RBHA | DOS 10/1/22 & | Providers receiving paper remittance advices receive |
| Remittance Advices | | after | them from Emdeon aka Change Healthcare. You may also |
| [NEWLY ADDED] | 100 | DOS.II. | download a copy from our secure provider portal |
| | ACC | DOS through | NO CHANGE. |
| | ACC | 11/30/22 | Coo DDIIA row oboyo |
| | ACC | DOS 12/1/22 | See RBHA row above |
| | | and after | |

| Topic | Line of | Effective Date | Details/Comments/Instructions |
|-------------------------------------------------------|------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prior Authorizations (PAs) PAs - Outside Partners | RBHA RBHA | DOS 10/1/22 & after DOS 10/1/22 & after | Health Choice is sharing all open (unused) PAs with Care1st. Care1st will honor these through the expiration date or 12/31/22, whichever comes first. Although the Care1st PA Team is responsible for most PAs, Care1st will work with outside partners for review of PA for certain services. Those partners, listed below, will also honor the open Health Choice PAs through expiration or 12/31/22, whichever comes first. 1. Complex imaging, MRA, MRI, PET, and CT: NIA. NIA will honor open PAs through expiration or 12/31/22, whichever comes first. https://www1.radmd.com/radmd-home.aspx (800) 327-0641. 2. Dental Services: Envolve Dental. Envolve Dental will honor open PAs through expiration or 12/31/22, whichever comes first. https://dental.envolvehealth.com/ (844) 876-2028. 3. Orthopedic Procedures: Turning Point. Although Turning Point reviews requests, the PAs will be entered into the Care1st system for claims payment. Open Health Choice PAs for these services will be honored through expiration or 12/31/22, whichever comes first http://www.tpshealth.com/ (480) 865- |
| | ACC | DOS through 11/30/22 | NO CHANGE. Follow the same process you follow today. |
| | ACC & RBHA | DOS 12/1/22 and after | See RBHA section above PLUS [NEW]: Oncology/Supportive Drugs: New Century Health. Open PAs will be honored through expiration or 12/31/22, whichever comes first. New oncology/supportive drug requests should be submitted to New Century Health directly https://my.newcenturyhealth.com (877) 624- 8601 |

| Topic | Line of | Effective Date | Details/Comments/Instructions |
|------------------|----------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Business | | |
| PAs | RBHA | DOS 10/1/22 & after | What if I don't have an existing open PA and am providing a service 10/1/22 and after to a former Health Choice member, now Care1st member? • If you are not a participating (non-par) provider with Care1st, like all non-par providers, a PA is required for all services. You may submit a PA request via fax BH Inpatient / Outpatient (833) 592-1301 Medical PA (833) 618-1979 Inpatient/SNF (833) 618-2174 • If you are a participating (par) provider with Care1st, you should determine if a PA is needed before providing the service by using our Pre-Auth Check Tool on our web site www.care1staz.com beginning on 10/1/22. • If a PA is needed, you may submit a request via fax |
| | 166 | DOC thursush | (see bullet 1 above for fax numbers). |
| | ACC | DOS through 11/30/22 | NO CHANGE. Follow the same process you use to obtain PA today |
| | ACC | DOS 12/1/22 | Open (unused) PAs will be moved from the current |
| | 7.00 | and after | claims system to the new system |
| | | | New PA requests may be submitted via fax |
| | | | BH Inpatient / Outpatient (833) 592-1301 |
| | | | Medical PA (833) 618-1979 |
| | | | Inpatient/SNF (833) 618-2174 |
| PA Form Location | RBHA | DOS 10/1/22 & | Updated PA Form(s) will be located on our website |
| | | after | www.care1staz.com beginning on 10/1/22. |
| | ACC | DOS through | NO CHANGE. Continue to use the same form you use |
| | | 11/30/22 | today and submit exactly as you do today |
| | ACC | DOS 12/1/22 | Use the same Prior Auth Form used for RBHA members |
| | | and after | that will be located on our website <u>www.care1staz.com</u> |
| | | | beginning on 10/1/22 |
| PA Guidelines | RBHA | DOS 10/1/22 & | Our Pre-Auth Check Tool identifies PA requirements by |
| | | after | code and will be available on our website |
| | 100 | DOS.IL I | www.care1staz.com beginning on 10/1/22. |
| | ACC | DOS through | NO CHANGE. Use the existing Prior Auth Guidelines |
| | 100 | 11/30/22 | available on www.care1staz.com |
| | ACC | DOS 12/1/22 | Our Pre-Auth Check Tool identifies PA requirements by |
| | | and after | code and will be available on our website |
| | | | www.care1staz.com beginning on 12/1/22. |

| Topic | Line of | Effective Date | Details/Comments/Instructions |
|------------------------------------|----------|--------------------------|-------------------------------------------------------------|
| | Business | | |
| Pharmacy BIN, PCN and Group number | RBHA | DOS 10/1/22 & after | BIN: 004336 PCN: MCAIDADV Group# RX5496 |
| , | ACC | DOS through | NO CHANGE. |
| | | 11/30/22 | BIN: 004336 PCN: MCAIDADV Group#: RX8897 |
| | ACC | DOS 12/1/22 and after | [NEW] BIN: 004336 PCN: MCAIDADV Group#: RX5496 |
| Pharmacy Email Box | RBHA | DOS 10/1/22 & | care1stpharmacy@care1staz.com |
| Filatifiacy Liftail Box | KBHA | after | Email box is available for questions on the Preferred Drug |
| | | aitei | Lists or in office injectables (bio-pharmacy) requests) |
| | ACC | DOS through | care1stpharmacy@care1staz.com |
| | | 11/30/22 | Email box is available for questions on the Preferred Drug |
| | | | Lists or in office injectables (bio-pharmacy) requests) |
| | ACC | DOS 12/1/22 | care1stpharmacy@care1staz.com |
| | | and after | Email box is available for questions on the Preferred Drug |
| | | | Lists or in office injectables (bio-pharmacy) requests) |
| Pharmacy PAs | RBHA | DOS 10/1/22 & | Health Choice is sharing open pharmacy PAs with |
| | | after | Care1st. Care1st will honor open pharmacy PAs through |
| | | | expiration or 9/30/23, whichever comes first. |
| | | | In office injectables (bio-pharmacy) will be honored |
| | | | through expiration or 12/31/22, whichever comes first |
| Pharmacy PA Form | RBHA | DOS 10/1/22 & | Updated PA Form(s) will be located on our website |
| | | after | www.care1staz.com beginning on 10/1/22. |
| | ACC | DOS through | NO CHANGE. Continue to use the same form you use |
| | | 11/30/22 | today and submit exactly as you do today. |
| | ACC | DOS 12/1/22 | Use the updated PA Form(s) that will be located on our |
| | | and after | website <u>www.care1staz.com</u> beginning on 12/1/22 |
| Pharmacy PA | RBHA | DOS 10/1/22 & | Pharmacy PA request for a DOS 10/1/22 and after |
| Submission | | after | submit request electronically via Cover my Meds link: |
| | | | https://www.covermymeds.com/main/prior- |
| | | | <u>authorization-forms/</u> or fax PA request to 602-778- |
| | | | 8387 |
| | | | For in office injectables (bio-pharmacy) fax PA |
| | | | request to 833-417-0447. |
| | ACC | DOS through | NO CHANGE. Continue to follow the same process you |
| | | 11/30/22 | follow today for pharmacy PA requests and in office |
| | | | injectables (bio-pharmacy) drug PA requests |
| | ACC | DOS 12/1/22 | When submitting pharmacy PA request for a DOS |
| | | and after | 12/1/22 and after submit request electronically via |
| | | | Cover my Meds link: |
| | | | https://www.covermymeds.com/main/prior- |
| | | | authorization-forms/ or fax PA request to 602-778-8387 |
| | | | For in office injectables (bio-pharmacy) PA requests |
| | | | |
| | | | · |
| | | | through the medical benefit fax PA request to 833-417-0447. |

<u>How to Register with Payspan for EFT/835/Electronic Remittance Advices</u> Please, please, register for PaySpan now! Don't wait! We want your EFT payments to continue seamlessly. Registration is a single process that enrolls you for both electronic payment and Electronic Remittance Advice (ERA) at the same time.

The following is needed to register:

- 1. Registration Code (details below)
- 2. Personal Information, i.e., practice admin
- 3. Account Setup, i.e., TIN, GNPI, Bank Account Info
- 4. Verification of Your Information

Registration Code details: (3 ways to obtain request Reg Code)

Link: https://www.payspanhealth.com/RequestRegCode/

- 1. Complete "Web Registration Code Request and you will receive a REG CODE via email
- 2. Request Reg Code by sendingemail to:
 - <u>providersupport@payspanhealth.com</u> and request available registration codes and include TIN, Health Planname, and your contact information (name, title, phone number)
- 3. Call Payspan at 877-331-7154, Option 1 Monday thru Friday 8:00 am to 8:00 pm ET

After you register for electronic payments (EFT), you will:

- 1. Receive a deposit of less than one dollar from Payspan within a few business days
- 2. Contact your financial institution to obtain the amount
- 3. Login in to Payspan
- 4. Click Your Payments
- 5. Clickthe Account Verification link to activate your account
- 6. The deposit doesn't need to be returned to Payspan

Options for Remittance Viewing and Receipt

You have several options for viewing and receiving remittance details. Payspan will match your preference for remittance information, with the following options:

- HIPAA-compliant datafile that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed in your location

If you are already registered with Payspan for another health plan follow the steps below to register codes to your existing Payspan account

- 1. Go to www.payspanhealth.com and login to your account
- 2. ClickYour Payments
- 3. Once on the 'Your Payments and Remits' page; to the left of the page's elect the 'Reg Codes' button under the 'Manage' section.
- 4. On the right select 'Add New Reg. Code'.
- 5. Enter the Registration Code, Provider Identification Number (PIN)
- 6. Tax Identification Number (TIN).
- 7. ClickStart Registration and follow the remaining steps.

Once your registration codes are activated, please allowup to 24 hours to access EOPs on the Payspan Portal.

For additional assistance, click the following link to access a list of commonly asked questions at https://www.payspanhealth.com/nps/Support/Index or contact Payspan via email at providersupport@payspanhealth.com or by phone at (877) 331-7154, Option 1.

BROWSERS: Use the Payspan portal with Google Chrome, Mozilla Firefox, or Microsoft Edge

