



Care1st Network Management Fax Number Change

November 1, 2022

Effective 12/01/2022, the fax number for Care1st Network Management will change. Please update your records and direct all fax correspondence on and after 12/01/2022 to the updated fax number below.

Current Fax (**through 11/30/2022**): 602-778-1875

New Fax (**effective 12/01/2022**): 833-618-1507

If you have any questions, please call Care1st Network Management at 1-866-560-4042 (Options in order: 5, 7) or email SM_AZ_PNO@care1staz.com

Thank you!

Care1st Network Management
Ph 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



PROVIDER MANUAL UPDATES

November 1, 2022

The Care1st Provider Manual has been updated (October 2022 revision date) and is available on our website: 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"> • Updated Departmental Contacts List
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> • Added new section for Right to Review and Correct Information • Updated Referrals and Prior Authorization Section • Added new section for Quality Improvement
VI	Covered Services	<ul style="list-style-type: none"> • Updated all Dental sections • Updated Member Assignment section
VIII	Claims Disputes and Appeals	<ul style="list-style-type: none"> • Updated Member Appeals section
IX	Medical Operations	<ul style="list-style-type: none"> • Updated Dental PA process • Updated Referrals to Dental Providers section
X	Quality Improvement	<ul style="list-style-type: none"> • Updated Overview
XI	Billing, Claims and Encounters	<ul style="list-style-type: none"> • Updated multiple sections including: <ul style="list-style-type: none"> ○ Claims Submission <ul style="list-style-type: none"> ▪ Payer ID ▪ Dental Claims ▪ Claims submission address ○ Claims Customer Service Phone Number & Hours ○ Remittance Advice Columns & Descriptions ○ Refund Address
XII	Fraud, Waste, and Abuse	<ul style="list-style-type: none"> • Updated Care1st mailing address

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!

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