

PROVIDER MANUAL UPDATES

December 30, 2011

Dear Care1st Providers and Staff:

The following sections of the Care1st Provider Manual have recently been updated (January 2012 revision date) and are available on our website. In addition to a link to the complete manual, each section of the manual is set up with its own link. You may view, search and print as needed.

The table below outlines the changes made by section:

Section	Title	Updates
III	Provider Roles and Responsibilities	<ul style="list-style-type: none"> • PCP Responsibilities • PCP Emergency Appointment Availability
VI	Covered Services	<ul style="list-style-type: none"> • Inpatient Hospital Care Coverage • Outpatient Physical Therapy Coverage • Bridgeport name change to Advantica • Non-Covered Services
IX	Medical Operations	<ul style="list-style-type: none"> • Prior Authorization and Referral Process • Bridgeport name change to Advantica • Referrals to Dental Providers • Outpatient Laboratory Services
XI	Billing, Claims and Encounters	<ul style="list-style-type: none"> • Bridgeport name change to Advantica • Claim Liaison • Timely Filing Guidelines • Claims Resubmission Policy • EP Modifier • 59 Modifier • Assistant Surgeons • Dental Providers • Laboratory

To access the manual:

1. Go to www.care1st.com/az/
2. Click on Care1st
3. Click on the “Providers” link
4. Click on the “Manual” link

If you do not have access to the internet and need a hard copy of the manual, please contact Provider Network Operations at the number below.

Thank you!