

TELEPHONE SYSTEM UPGRADE

May 19, 2011

Dear Care1st and ONECare Providers and Office Staff:

Due to a mandatory Qwest telephone upgrade, the Care1st phone system, including individual extensions, will be unavailable on Thursday, May 26, 2011 between 2 p.m. and 5 p.m.

Our phones will be forwarded to our after hours vendor during the upgrade. As a result, if you have questions or need assistance regarding the status of a claim, a prior authorization request, have a question about contracting or credentialing or any other non urgent request, we ask that you please call back Friday, May 27 so that we may assist you. If you have an urgent matter, our after hours vendor will assist you and will be able to contact Care1st staff via cell phone should the need arise.

Member eligibility can be verified during this time using:

1. AHCCCS Online <https://azweb.statemedicaid.us/Home.asp>

AHCCCS Online has the most current eligibility and copay information for all AHCCCS members. If you are not registered to use this system, you may register by choosing the "Click Here" link under "New Account".

2. Our Website www.care1st.com/az

In addition to member eligibility inquiry, our website offers claims status inquiry and online remittance advice viewing and printing. A one-time registration process is required in order to obtain a log on and temporary password. To complete the registration process:

1. Choose *Provider Login* in the top right hand corner of the home page
2. Complete the *Request Access On-Line Form*
3. You will receive your login and temporary password via e-mail

We apologize for any inconvenience and appreciate your understanding.

Thank you!

Provider Network Operations

Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875

Visit our website at www.care1st.com/az