

WEBSITE DOWN TIME

March 11, 2011

Dear Care1st and ONECare Practitioners and Office Staff:

We are undergoing a system upgrade this weekend. As a result, *Member Eligibility and Claim Look Up* functions will not be available from Friday, March 11, 2011 at 5p.m. until 8a.m. Monday, March 14, 2011. All other website information will be available.

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. *Interactive Voice Response (IVR)*

IVR is also available to verify Care1st AHCCCS member eligibility and claims status

1. Call 602.778.1800; (options 5,2)
2. IVR prompts the caller to enter the provider's login number (the provider's six-digit AHCCCS provider number)
3. IVR then prompts the caller to enter their PIN (set as 654321 for all providers as a default)
4. Continue to follow/listen to option prompts.

We apologize for the inconvenience and appreciate your understanding.

Thank you!