

SECTION II: Quick Reference Contact List

DEPARTMENTAL CONTACTS

Care1st
 602.778.1800 or 1.866.560.4042
Claims Address:
 2355 E. Camelback Rd #300 Phoenix, AZ 85016

Department	Phone	Fax
Case Management	Extension 8301	602.778.1838
Claims Customer Service	Options 5, 4	602.778.8346
Claim Disputes and Appeals	Options 5, 9	602.778.8371
Claim Liaison	Extension 8374	602.778.8346
Compliance	Extension 8318	602.778.1814
Disease Management	Extension 8301	602.778.1838
Hospital/SNF Admission Notification	See Prior Authorization – Medical	602.778.8386
Interactive Voice Response	Options 5, 2	N/A
Member Services	Options 5, 3	602.778.1814
Prior Authorization-Dental	Options 5, 6, 1	602.778.8394
Prior Authorization-Pharmacy	Options 5, 5	602.778.8387
Prior Authorization-Medical Status Inquiry	Options 5, 6, 2	602.778.1838
Urgent Telephonic Requests or Revisions To Existing Prior Authorizations	Options 5, 6, 3	
Provider Network Operations	Options 5, 7	602.778.1875

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WEBSITE www.care1st.com/az

Our website is an additional resource for our provider network. It contains up to up-to-date information including but not limited to the following:

- Blast Fax Communications
- Forms
- Mailings
- Formulary
- Provider Listings
- Prior Authorization Guidelines
- Provider Manual

Network providers may also complete a one-time registration process in order to obtain a log on and temporary password for secure access to the Care1st website that will provide additional functionality to:

- Check Claims Status
- Verify Eligibility
- View Remittance Advices

To complete the registration process:

1. Choose “Provider Logon” under the Provider menu
2. Complete the Request Access On-Line Form
3. You will receive your logon and temporary password via email

CARE1ST CONTRACTED VENDORS

Please reference our Prior Authorization Guidelines to determine authorization requirements.

DME & MEDICAL SUPPLIES (colostomy/ostomy, catheters, supplies, etc.)
Preferred Homecare Phone: 480.446.9010

ENTERAL
Option 1 Nutrition Solutions Phone: 480.883.1188

HOME HEALTH (Skilled Nursing and Home Therapy)
Professional Cares Phone: 602.395.5114

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INFUSION

Preferred Homecare

Phone: 480.446.9010

GLUCOSE MONITORS

Care1st members use the TrueTrack glucometer. Once a physician script is written, members obtain the meter, test strips and lancets at a contracted pharmacy or may also be obtained through mail order from Advances Diabetic Supply (ADS) at 800.730.9887.

LABORATORY SERVICES

Sonora Quest

Phone: 602.685.5000

OPTOMETRY/VISION

Nationwide Vision

Phone: 480.354.7976

PEAK FLOW METERS

It is vital that a PCP driven asthma action plan be developed for each member as they use the peak flow meter in order to ensure that asthma is managed as effectively as possible. When a peak flow meter is indicated, the physician/practice contacts the contracted DME provider who dispenses the peak flow meter to the member.

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Administration

Phone: 602.417.7200

Member Eligibility Verification

Phone: 602.417.7000

Provider Registration

Phone: 602.417.7670, Option 5

Fraud and Abuse Hotline

Phone: 602.417.4193/888.487.6686

HEARING IMPAIRED

Care1st has an agreement with Valley Center for the Deaf (VCD) to schedule American Sign Language interpreters to meet members at their appointments. Care1st reimburses VCD for the service. We do need to provide VCD at least 7 days to schedule the service. The provider's office may contact the Member Services Department once the member's appointment has been made and Member Services will make the necessary arrangements with VCD.

In addition, if the provider's office needs to contact a member by telephone, they may do so via Arizona Relay Service. Providers may dial 1.800.367.8939 for TTY users or go to

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the website at (www.azrelay.org) to see other alternatives for members that do not use TTY. This is a state program and there is no charge associated with this service.

TRANSLATION SERVICES

Care1st is dedicated to working with its contracted providers to effectively deliver quality health care services to its culturally and linguistically diverse membership. Moreover, Care1st members have a right to interpretation services. To assist in meeting this challenge, Care1st offers over-the-phone language interpretation services to all contracted providers. Provided by CyraCom International, this language interpretation service offers qualified medical interpreters with knowledge of health care terminology and procedures. Available 24 hours a day, 7 days a week, this service helps providers and their staff access interpretation services, so that you can provide care to even the most diverse communities. All Care1st contracted providers have access to CyraCom's interpretation services. Each practice is assigned a PIN that is required to access CyraCom's interpretation services. All fees for services will be billed directly to Care1st so that you can focus on ensuring effective communication with your Care1st non-English speaking patients. Please call 800.481.3293 to access this service. CyraCom's customer service is also available to provide assistance at 800.481.3289.