



PHP PROVIDER CALL CENTER TALKING POINTS

Phoenix Health Plan Transitioning to Care1st

Background: On December 20, 2016, Phoenix Health Plan (PHP) entered into an agreement with Care1st Health Plan to transfer all members of Phoenix Health Plan to Care1st.

1. HOW WILL THIS AFFECT PHOENIX HEALTH PLAN?

Effective May 1, 2017 Phoenix Health Plan will end. Members will be transitioned to Care1st, unless they choose to enroll into another available health plan during an open enrollment period designated by AHCCCS. This open enrollment period will occur between February 1, 2017 and March 31, 2017.

2. HOW WILL THIS AFFECT MY CLAIMS AND PAYMENT FROM PHP?

PHP will continue to process claims after May 1, 2017 for covered services in accordance with the "Billing and Reporting Requirements" outlined in your specific provider contract for services provided prior to May 1, 2017.

3. IF I OBTAINED A PRIOR AUTHORIZATION FROM PHP PRIOR TO THE TRANSITION MUST I REQUEST A NEW PRIOR AUTHROIZATION FROM CARE1ST?

PHP will share valid, open authorizations with Care1st and Care1st will honor these prior authorizations through the expiration date or 90 days after May 1, 2017, whichever comes first.

4. IF I'M NOT IN THE CARE1ST NETWORK, MAY I REQUEST PRIOR AUTHORIZATION TO SEE A PHP MEMBER?

If you are not in the Care1st network you may request prior authorization to see a PHP member for continuity of care. Please use the Care1st prior authorization form and follow the Care1st prior authorization guidelines located on the Care1st website www.care1st.com/az. You may also contact Provider Network Operations for a hard copy of these documents at (602) 778-1800 and choose option 5 and then option 7. Please provide all pertinent clinical information including current treatment plan with your request.

5. WILL ALL MEMBERS BE AUTOMATICALLY MOVED TO CARE1ST?

No, AHCCCS will give PHP members a choice about transitioning to Care1st or choosing another AHCCCS health plan. This will occur during an open enrollment period. The open enrollment period will occur between February 1, 2017 and March 31, 2017. Members who do not select a new health plan at the end of the open enrollment period will be transitioned from PHP to Care1st.



6. WILL I STILL BE ABLE TO SEE MY PHP MEMBERS?

PHP and Care1st's goal is to keep as many members assigned to their current health care providers as possible. However, if you are not currently contracted with Care1st you will need to either establish a contract with Care1st or assist your PHP members in transitioning to a Care1st contracted provider. If you would like to contract with Care1st please contact their Provider Network Operations team at (602) 778-1800 and choose option 5 and then option 7.

7. DO I NEED A NEW CONTRACT WITH CARE1ST? HOW WILL THIS AFFECT MY REIMBURSEMENT?

If you have a contract with Care1st, nothing changes. You will continue to be reimbursed at your contracted Care1st rates for PHP members who become Care1st members.

8. HOW WILL THIS IMPACT THE MEMBERS BENEFITS?

There will be no change in member's benefits. AHCCCS requires that all of its plans provide the same covered services to its members.

9. WHEN WILL THE MEMBERSHIP BE TRANSITIONED FROM PHP TO CARE1ST?

Members are expected to be transitioned by May 1, 2017 subject to regulatory approvals and other customary closing conditions.

10. WHEN WILL CURRENT PHP MEMBERS RECEIVE INFORMATION ON THE TRANSITION?

Members received notification at the end of January 2017.

11. WHEN WILL MEMBERS GET THEIR ID CARDS?

Members will receive new ID cards within 12 business days of the formal transition date to Care1st.