

Professional Health Care Network

Arizona Complete Health (AzCH) has contracted with Professional Health Care Network (PHCN) for home health network management services, effective July 1, 2019 for the following networks:

- Arizona Complete Health-Complete Care Plan
- Allwell from Arizona Complete Health
- Ambetter from Arizona Complete Health

This program includes the management of all home health services through PHCN. This program is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

AzCH oversees PHCN, while PHCN is responsible for managing service coverage, credentialing and claims adjudication of the AzCH home health provider network through contractual relationships with home health agencies.

KEY PROVISIONS

- Effective July 1, 2019, the PHCN home health network management contract will supersede all current direct contracts between AzCH and participating home health agencies
- Ordering providers will need to contact PHCN to refer members for home health services
- Case managers and concurrent review will need to contact PHCN for care plan coordination
- Potential providers requesting home health network participation will need to contact PHCN for consideration
- Providers with credentialing or claims questions will need to contact PHCN for dates of services on or after July 1, 2019
- Provider disputes and member grievances and appeals will continue to be managed by AzCH

ADDITIONAL INFORMATION

To contact PHCN, please call 602-395-5100 or visit the PHCN Website at: professionalcares.com.

If you have questions regarding the information contained in this update, or need your assigned Provider Engagement Specialist's contact information, please email AzchProviderEngagement@azcompletehealth.com.

THIS UPDATE APPLIES TO THE FOLLOWING ARIZONA COMPLETE HEALTH PROVIDERS TYPES:

- Home Health
- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers
- Behavioral Health Providers
- FQHC

LINES OF BUSINESS:

- Allwell (Medicare)
- Ambetter (Marketplace)
- AzCH-Complete Care Plan (Medicaid)

PROVIDER SERVICES:

AzCHProviderEngagement
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