

## Secure Portal Historical Data for Legacy Cenpatico Integrated Care

Data is now available on Arizona Complete Health-Complete Care Plan's secure provider portal for Cenpatico Integrated Care (C-IC) claims and authorizations submitted prior to October 1<sup>st</sup>, 2018. Instructions on viewing this information are detailed on pages 2 to 3 of this communication.

### PLEASE NOTE

Legacy CIC Providers who typically submit claims using the Secure Provider Portal must submit claims for dates of service prior to 10/1 via either (1) a third-party clearinghouse or (2) paper mail until January 1, 2019 when full services to the Portal are restored.

#### To Submit Claims Using a Clearinghouse

You can access the list of clearinghouses AzCH-Complete Care Plan works with at this link: <https://www.azcompletehealth.com/providers/resources/claims-payment/electronic-transactions.html>.

<b>If</b> the Entity is:	<b>and</b> the date of service is:	<b>then</b> the Payer ID is:
<b>Cenpatico Integrated Care</b>	On or before 9/30/2018	68048 or 68068
<b>AzCH-Complete Care Plan</b>	On or After 10/1/2018	68069

#### To Submit Claims Via Paper Mail

<b>If</b> the Entity is:	<b>and</b> the date of service is:	<b>then</b> the paper claims submission address is:
<b>Cenpatico Integrated Care</b>	On or before 9/30/2018	P.O. Box 6500 Farmington, MO 63640
<b>AzCH-Complete Care Plan</b>	On or After 10/1/2018	P.O. Box 9010 Farmington, MO 63640

### ADDITIONAL INFORMATION

We do apologize for any inconvenience these issues may cause your practice. Once a fix has been put in place we will send an additional communication informing our providers.

If you have questions regarding the information contained in this update, please contact your Provider Engagement Specialist or send email with your tax ID to:

[AzchProviderEngagement@azcompletehealth.com](mailto:AzchProviderEngagement@azcompletehealth.com)

THIS UPDATE APPLIES TO THE FOLLOWING **AzCH-Complete Care Plan PROVIDER TYPES**:

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

### **PROVIDER SERVICES**

AzCHProviderEngagement  
@azcompletehealth.com  
1-866-796-0542  
azcompletehealth.com

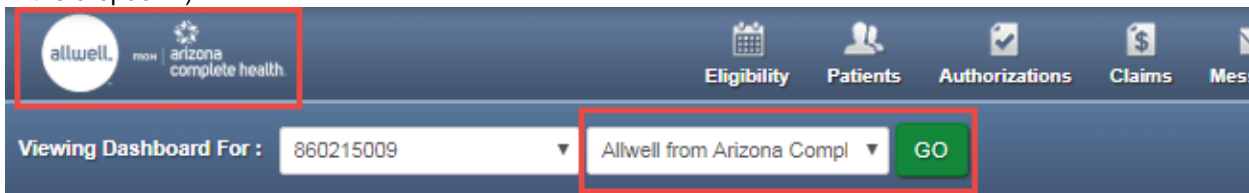
### **PROVIDER DISPUTES**

AzCH-Complete Care Plan Provider Disputes  
1870 W. Rio Salado Parkway, Ste. 2A  
Tempe, AZ 85281

### **STATE FAIR HEARINGS**

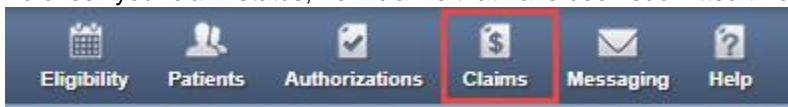
AzCH-Complete Care Plan Provider State Fair Hearings  
1870 W. Rio Salado Parkway, Ste. 2A  
Tempe, AZ 85281

After logging into the portal, users first verify that the correct line of business is selected (notice the logo and health plan name in the dropdown)

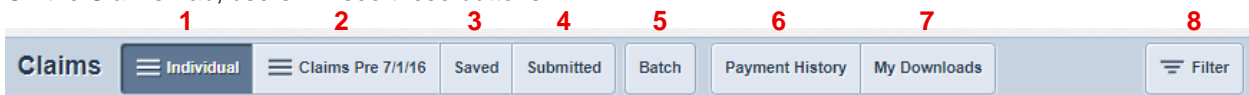


- It is very important to note that when changing the LOB you MUST click "Go" to refresh the data

To check your claim status, from claims that have been submitted through the portal you will go to the Claims Module.



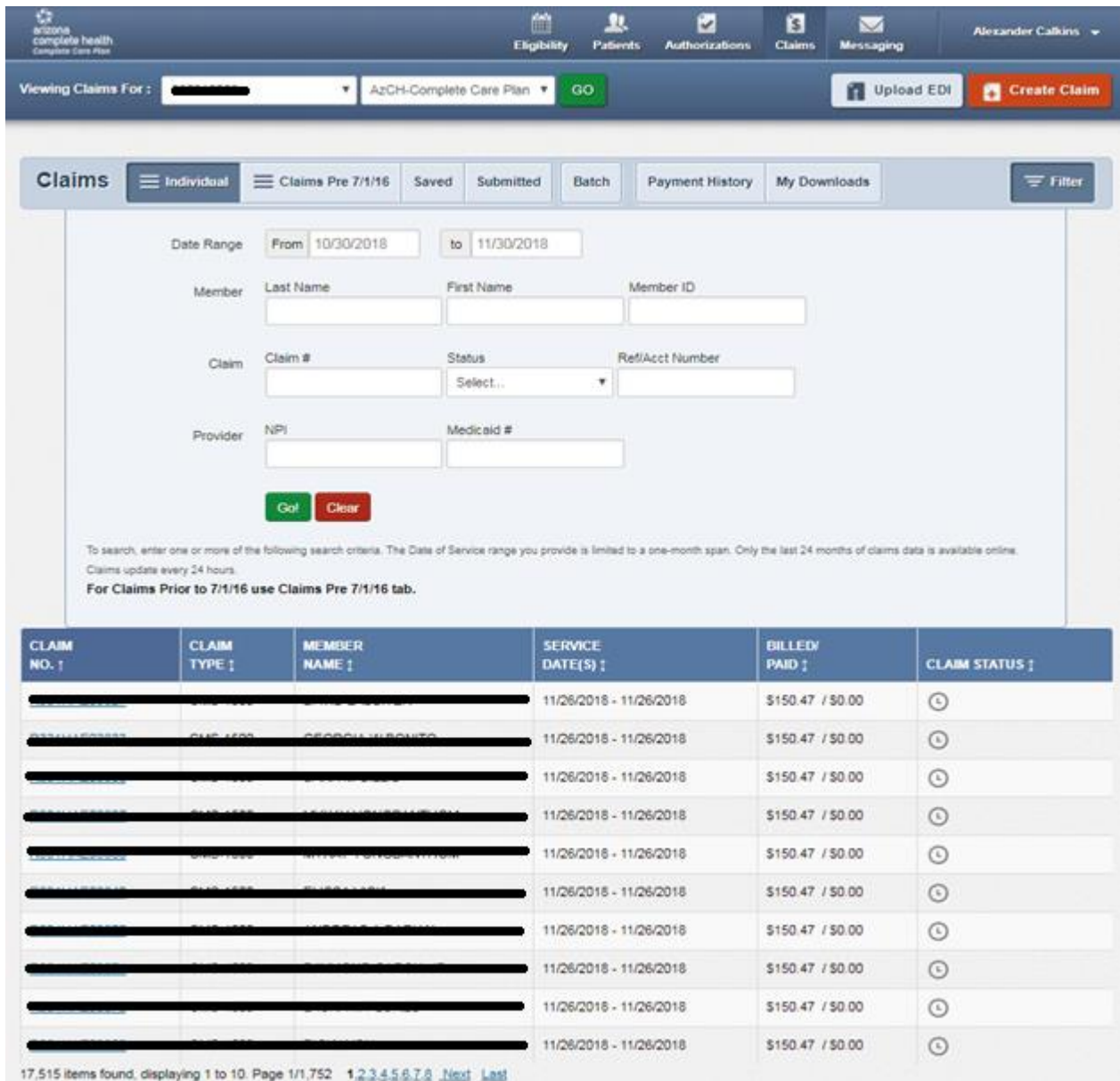
On the Claims Tab, users will see these buttons:



- 1. Individual Claims:** This is where claims that have hit the adjudication process will be located
- 2. Claims Pre 7/1/16:** This button will soon be removed and has no function
- 3. Saved:** Draft claims have an auto-save feature. If users exit before submitting a claim, the drafts are found here..
- 4. Submitted:** Aftersubmitters can view submitted claim status and data here. After a claim is submitted, the claim goes through the EDI scrubbing process. Once the file completes the EDI process and has been accepted, it will enter the adjudication process.
  - Claim numbers are not assigned until the adjudication process begins. When users submit a claim through the portal, they receive a confirmation number, but that is *not* a claim number.
- 5. Batch:** When submitting a batch file, users need to come to this section to reconcile the claims. Users can review which claims were accepted and which were rejected. Even if some of them are accepted, it is still important that users review the files because there could be rejected files within the accepted file.
- 6. Payment History:** Users can view and download the payment history of claims.
- 7. My Downloads:** Users can view previously downloaded payment history reports.
- 8. Filter:** Users can filter for claims with specific conditions.

## CLAIMS SEARCH FILTERING

When first clicking the claims feature you will see the last 30 days of claims submitted. To view claims prior to the last 30 days, the user can enter a date range up to two years in the past, but for no more than 30 days at a time. If a large amount of claims are returned in the results, users can narrow this down by entering a date range less than 30 days.



**Claims Search Filters:**

- Date Range: From 10/30/2018 to 11/30/2018
- Member: Last Name, First Name, Member ID
- Claim: Claim #, Status (Select...), Ref/Acct Number
- Provider: NPI, Medicaid #

**Claims Table:**

CLAIM NO. ↓	CLAIM TYPE ↓	MEMBER NAME ↓	SERVICE DATE(S) ↓	BILLED/PAID ↓	CLAIM STATUS ↓
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	GEORGINA MOSQUITO	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙
[REDACTED]	[REDACTED]	[REDACTED]	11/26/2018 - 11/26/2018	\$150.47 / \$0.00	⊙

17,515 items found, displaying 1 to 10. Page 1/1,752 1,2,3,4,5,6,7,8 Next Last

## SEARCHING FOR CLAIMS PRIOR TO 10/1/2018

To view historical data for claims, including data for dates of service prior to October 1<sup>st</sup>, 2018, users must search for the data using a date range of no more than 30 days. For example, to view data for September 2018, users enter a date range of 9/1/2018 to 9/30/2018.

# Provider Update

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