

Claims, Secure Portal, Member ID Card, EFT and ERA (PaySpan)

As you may know, effective October 1, 2018 we are bringing together our two AHCCCS programs - Health Net Access and Cenpatico Integrated Care - under our new name Arizona Complete Health-Complete Care Plan (AzCH-Complete Care Plan). In preparation, existing systems and operations were reviewed and the strongest elements of each organization were identified. As part of that work, key elements of AzCH-Complete Care Plan will differ from the methodologies currently used for Health Net Access and/or Cenpatico Integrated Care. Please refer to the information included in this communication when submitting electronic or paper claims for processing.

CLAIMS SUBMISSION INFORMATION

<u>If</u> the Entity is:	<u>and</u> the date of service(DOS) is:	<u>then</u> the Payer ID number is:	<u>then</u> the paper claims submission address is:
Cenpatico Integrated Care	On or before 9/30/2018	68048 or 68068	P.O. Box 6500 Farmington, MO 63640
	On or After 10/1/2018	Claims must be submitted to AzCH-Complete Care Plan	
Health Net Access	On or before 9/30/2018	38309	P.O. Box 9010 Farmington, MO 63640
	On or After 10/1/2018	Claims must be submitted to AzCH-Complete Care Plan	
AzCH-Complete Care Plan	On or After 10/1/2018	68069	P.O. Box 9010 Farmington, MO 63640

As always, for faster processing, providers are encouraged to submit claims electronically via their clearinghouse or through Arizona Complete Health's secure provider portal at: provider.azcompletehealth.com.

EFT PAYMENTS AND ERAs

Arizona Complete Health-Complete Care Plan is pleased to partner with PaySpan Health to provide an innovative web based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). This service is provided at no cost to providers and allows online enrollment.

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

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

AzCHProviderEngagement
@azcompletehealth.com
1-866-796-0542 *Effective 10/1/18*
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

REMINDER: Our name is changing! Starting October 1, Health Net of Arizona will be changing its name to Arizona Complete Health.



EFT PAYMENTS AND ERAS CONTINUED

Cenpatco Integrated Care providers who are currently registered with PaySpan Health **must reregister** to continue receiving ERAs and EFT payments. For more information on how to register with PaySpan please visit: <https://www.azcompletehealth.com/providers/resources/electronic-transactions/payspan.html>.

Additionally, providers new to PaySpan may register for EFT payments by contacting PaySpan directly at: 877-331-7154 and requesting a registration code and PIN.



SECURE PROVIDER PORTAL

AzCH-Complete Care Plan encourages all contracted providers to register for our new secure provider portal at: provider.azcompletehealth.com. Registration will be available September 1, 2018 however, data will not become live until October 1, 2018.

Please note legacy Cenpatco Integrated Care and Health Net Access data will be merged into the new secure provider portal. Therefore claim, member and authorization data for dates of service before October 1, 2018 will be viewable on our new secure provider portal.

MEMBER ID CARDS

AzCH-Complete Care Plan would like providers to become familiar with our new member ID card. Please note if a member is Children's Rehabilitative Services (CRS) eligible their ID card will indicate CRS on the front right hand side (as shown below).

  <p>Arizona Health Care Cost Containment System</p> <hr/> <p>Member Name: <Paul S, Patient> AHCCCS ID#: <A12345678> <CRS> Primary Care Physician: <Paul M, Doctor></p> <p>Arizona Complete Health-Complete Care Plan Member Services: 1-888-788-4408 - TTY/TDY: 711 Nurse Advice Line: 1-866-534-5963</p>	<p>IMPORTANT INFORMATION</p> <p>In a life threatening emergency call 911 or go to the nearest emergency room. Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee for services.</p> <p>To verify benefits visit: azcompletehealth.com/completecare or call 1-888-788-4408</p> <p>Pharmacy Help Desk: 888-624-1131 RXBIN: 004336 RXPCN: MCAIDADV RXGRP: RX5443</p> <p>Submit Medical Claims to: EDI Claims Payer ID: 68069 PO Box 9010 Farmington, MO 63640-9010</p> <p>Provider Inquiries: 1-866-796-0542</p>
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ADDITIONAL INFORMATION

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