

Secure Portal Technical Issues

There are several different ways providers can submit claims to Arizona Complete Health-Complete Care Plan (AzCH-Complete Care Plan), such as (1) paper claims; (2) directly via Electronic Data Interchange (EDI); (3) through a clearinghouse; or (4) via our Secure Provider Portal.

STATUS OF SECURE PROVIDER PORTAL

At this time, AzCH-Complete Care Plan is addressing two (2) specific technical issues related to the Secure Provider Portal:

1. To make security updates, we had to temporarily take down the Secure Provider Portal Claims functionality on Friday, 10/26/18. This impacts all providers submitting claims through the portal. The portal is scheduled to be back online by no later than the week of November 5th. Paper claim, EDI and clearinghouse claim submissions are still functional for all providers.
2. Legacy Cenpatico Integrated Care (CIC) providers (providers formerly directly contracted with CIC) are no longer able to submit claims for dates of service prior to 10/1/18 using the Secure Provider Portal, <https://provider.azcompletehealth.com>. This issue is related to migrating technical systems from legacy CIC to Health Net Access systems; therefore, this does not impact legacy Health Net Access providers. This functionality may not be restored and our guidance is that all impacted legacy CIC providers utilize alternative means (paper, clearinghouse or EDI) for submitting pre 10/1 date of service claims.

Our technical support team is working diligently to resolve these secure portal issues.

PLEASE NOTE

In the interim, we are asking:

1. Providers who typically submit claims using the Secure Provider Portal to submit claims via either (1) A third-party clearinghouse or (2) paper mail until the week of November 5th when the Portal is scheduled to be restored.
2. Legacy CIC Providers who typically submit claims using the Secure Provider Portal to 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>.

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

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

To Submit Claims Via Paper Mail

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