

# PROVIDER NEWSLETTER

July 2018

Health  
CHOICE



## WHAT'S NEW!

### AHCCCS Complete Care Coming October 1, 2018

As we move towards October 1, 2018 and the launch of the AHCCCS Complete Care (ACC) health plan, Steward Health Choice Arizona (SHC-AZ), we want to keep you up to date. The new integrated health plan creates opportunities and more flexibility for you and your practice to support your Medicaid patients' care.

To help you and your staff stay informed and help address any questions about Steward Health Choice Arizona, we have established the following support services:

- A Member Services call center
  - 1-800-322-8670
  - Open Monday-Friday 6:00AM-6:00PM
  - Or email your questions to [comments@healthchoicaz.com](mailto:comments@healthchoicaz.com)
- Integrated SHC-AZ website - <http://www.stewardhealthchoicaz.com/> which will be updated to inform members on:
  - Health plan benefits
  - Providers in network
  - FAQs
  - Programs and information from SHC-AZ

If you have any questions, please contact your local Provider Performance Representative.

**To better serve our providers, during the first week of ACC Transition, October 1st – 5th, Network service Provider Performance Representatives will be available from 7am – 7pm.**

## FOR OUR MEMBERS!

Our community relations team will be speaking to members and our community partners about Steward Health Choice Arizona and the new ACC plan at the following upcoming events:

### Upcoming Member/Community Stakeholder Meetings:

#### MEMBER/COMMUNITY STAKEHOLDER MEETINGS

##### AUGUST 1, 2018

Coolidge Social Network  
911 S. Arizona Blvd.  
Coolidge, AZ 85128  
9:00 am – 10:30 am

##### AUGUST 8, 2018

Gila Community Action Program Office  
5515 S. Apache Blvd.  
Globe, AZ 85501  
9:30 am – 11:30 pm

### Upcoming Member Community Engagement Health Fairs:

#### COMMUNITY MEMBER ENGAGEMENT ACTIVITIES

##### AUGUST 11, 2018

Adelante Healthcare Baby Shower  
Adelante HealthCare  
1705 W. Main St.  
Mesa, AZ 85201  
11:00 am – 1:30 pm

## JOIN US!

Our goal is to help keep you informed as we continue to work with AHCCCS on a seamless transition with our provider partners and members.

Please join us as we host provider, stakeholder and member forums throughout July and August!

### Upcoming Network ACC Provider Forums:

#### FLAGSTAFF – AQUAPLEX

Coconino  
1702 N. 4th St.  
Flagstaff, AZ 86004  
Community Room A

Tuesday July 24, 2018 @ 4pm  
Zoom: <https://zoom.us/j/3787608411>  
(669) 900-6833 or (646) 876-9923  
Meeting# 378 760 8411  
Room: 3pm-5pm

#### PAYSON – MAZATZAL CASINO

Highway 87 Mile Marker 251  
Payson, AZ 85541  
Maple Room

Thursday August 2, 2018 @ 10am  
Zoom: <https://zoom.us/j/3787608411>  
(669) 900-6833 or (646) 876-9923  
Meeting# 378 760 8411  
Room: 9am-1130am

### Upcoming Tribal Summit:

## SAVE THE DATE 5TH ANNUAL TRIBAL SUMMIT



**August 21  
& August 22,  
2018**

**Twin Arrows  
Casino Resort**  
22181 Resort Blvd.  
Flagstaff, AZ 86004

Vendor tables available.

#### FOR MORE INFORMATION, PLEASE CONTACT

Gabriel Yaiva: (928) 214-2171 • [Gabriel.Yaiva@steward.org](mailto:Gabriel.Yaiva@steward.org)  
or Holly Figueroa: (928) 214-2169 • [Holly.Figueroa@steward.org](mailto:Holly.Figueroa@steward.org)

Contract Services are funded in part under contract with the state of Arizona.

## WE'RE HERE TO HELP!

### We Want To Hear From You - Complete your Provider Survey!

Over the last few months, Health Choice has revamped our efforts to improve our claims processing timeliness and accuracy, implemented changes to our provider portal, and communicate and collaborate with our providers more effectively.

In order to measure the results of our efforts, we published a satisfaction survey via Survey Monkey.

We want to hear from you. Please complete the survey, so that we are able to make further improvements for you and our members.

This survey is a follow-up to the results we received from the AHCCCS distributed Provider Satisfaction Survey in December of 2017.

Please let us know how we doing using the following link: <https://www.surveymonkey.com/r/GMDVSTD>

## MEET THE CEO!



Are you a CEO in our Provider Network?

If so, please join Shawn Nau, CEO of Steward Health Choice Arizona, in our Provider CEO Meeting Series.

Please RSVP to Jane Scholes at [Jane.Scholes@steward.org](mailto:Jane.Scholes@steward.org) for additional details.

## STAY INFORMED ABOUT ACC/ STEWARD HEALTH CHOICE ARIZONA

Steward Health Choice Arizona has created a listserv to communicate updates on recent developments, timelines, and frequently asked questions (FAQ's) related to the transition process.

Steward Health Choice Arizona encourages anyone who is interested in this transition to sign up to receive communication updates.

To subscribe go to the website <http://www.healthchoiceaz.com/news-center/acc-transition-updates/> and follow the instructions under "Stay Informed".

## DID YOU KNOW?

### AHCCCS rescinds the prohibition of handwriting and no sum of all fees on claim forms

On July 12, 2018 AHCCCS rescinded its policy regarding the prohibition of handwriting on claim forms as outlined in their April 2018 Claims Clues. They also rescinded the requirement of "no sum of all fees".

#### AHCCCS Policies Rescinded

The purpose of this notification is to make all parities aware that AHCCCS is rescinding the following claims' policies:

- The prohibition of handwriting on claim forms (ADA 2012, CMS-1500, and UB-04); and
- The instructions for multi-page claims to only have the Sum of All Fees/Total Charges field filled in on the last page of the claim, and for all other pages to have the Sum of All Fees/Total Charges field left blank, for the ADA 2012, CMS-1500, and the UB-04 claim forms.

This is **effective immediately**.

The FFS and IHS/Tribal Provider Billing Manuals have been updated to reflect the rescinding of these two policies.

Health Choice Arizona and Health Choice Integrated Care, as an AHCCCS contractor and in compliance with the AHCCCS Contractors Operations Manual (ACOM), also rescinds notice made to our dental providers on June 21, 2018.

This change is **effective immediately** in accordance to the rescinded AHCCCS policy.

Thank you for your continued commitment to serving our members and providing quality care and services.

If any questions, please contact your Network Service Representative.



## HAS ANY OF YOUR INFORMATION CHANGED?

We like to keep our records up to date.

\*Please contact your Network Provider Representative if you have changes to your roster, address, and fax or phone number.\*

## PROVIDER ONLINE RESOURCES

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Visit us online for provider specific resources!

Provider Manual(s)  
Prior Authorization  
Provider Notices

**HCA:** <http://www.healthchoiceaz.com/providers/overview/>

**HCG:** <http://www.hcgenerations.com/providers/provider-information>

**HCIC:** <http://www.healthchoiceintegratedcare.com/providers/provider-resources/>

**Provider Portal** - Get direct access to member eligibility, claims status, PA status and more!

<https://www.healthchoicearizona.com/ProviderPortal/login/>

**News Center/ACC Transition:** <http://www.healthchoiceaz.com/news-center/acc-transition-updates/>

