



PHP MEMBER CALL CENTER TALKING POINTS

Phoenix Health Plan Transitioning to Care1st

Background: On December 20, 2016, Phoenix Health Plan (PHP) entered into an agreement with Care1st Health Plan to transfer all members of Phoenix Health Plan to Care1st.

1. WHAT SHOULD I DO ABOUT THIS CHANGE?

There is nothing you need to do at this time to remain with Care1st. Phoenix Health Plan and AHCCCS sent out a letter to all members about this change including information about your options.

Members will have a chance to pick a different AHCCCS plan during an open enrollment period. Members who do not select a different AHCCCS plan will automatically be transferred to Care1st.

2. WHEN IS OPEN ENROLLMENT?

Open enrollment is from February 1, 2017 through March 31, 2017. If you do nothing, you will be transferred to Care1st.

3. WHY IS MY HEALTH PLAN CHANGING FROM PHOENIX HEALTH PLAN TO CARE1ST?

Phoenix Health Plan made a decision to stop offering a health plan. Phoenix Health Plan entered into an agreement with Care1st to transfer all members to Care1st.

4. WILL MY HEALTH PLAN BENEFITS CHANGE DUE TO THE TRANSFER?

No, AHCCCS requires that all of its plans provide the same covered services to its members. Phoenix Health Plan will transfer your medical information to your new health plan. We are going to make sure that your new plan is aware of your special health care needs and medications you are taking. (Note to rep: Direct caller to <https://www.care1st.com/az/members> to review Member Handbook or Provider Directory).

5. WILL MY HEALTH CARE PROVIDERS STAY THE SAME?

Care1st and Phoenix Health Plan have worked together very closely to make sure your provider does not change. For the most part, you will have access to the same doctors and facilities. However, there could be instances where you may need to see a new provider. If a member does need a change, they will be notified.

You will be sent a new ID card within 12 business days of the formal transition date to Care1st. Your new ID card will have your primary care physician's (PCP) information on it. Is there a provider I can look up for you to tell you if he/she is in their plan? (Note to



rep: Search for provider at: <https://www.care1st.com/az/providers/network.asp>. Inform member some providers may still be in the process of contracting so if he/she is not currently in network, try calling later.)

6. SHOULD MY PHOENIX HEALTH PLAN PROVIDERS EXPECT CHANGES WORKING WITH CARE1ST?

Many Phoenix Health Plan providers already have a long-standing working relationship with Care1st. It is expected that Phoenix Health Plan providers will not experience differences in working with Care1st from their experience prior to the transition.

7. IF I OBTAINED A PRIOR AUTHORIZATION FROM PHP PRIOR TO THE TRANSITION MUST I REQUEST A NEW PRIOR AUTHORIZATION FROM CARE1ST?

PHP will share valid, open authorizations with Care1st and Care1st will honor these prior authorizations through the expiration date or 90 days after May 1, 2017, whichever comes first.

8. IF MY PROVIDER IS NOT THE CARE1ST NETWORK, CAN MY PROVIDER REQUEST PRIOR AUTHORIZATION SO I CAN SEE MY PROVIDER?

If your provider is not in the Care1st network your provider may request prior authorization so you can be seen for continuity of care. Providers must use the Care1st prior authorization form and follow the Care1st prior authorization guidelines located on the Care1st website www.care1st.com/az. Providers may also contact Provider Network Operations for a hard copy of these documents at (602) 778-1800 and choose option 5 and then option 7. Providers must provide all pertinent clinical information including current treatment plan with their request.

9. WHEN I GET A NEW ID CARDS?

You will receive new ID cards within 12 business days of the formal transition date to Care1st.