

Health Choice Generations

A Medicare Advantage Special Needs Plan with Prescription Drug Coverage

Health Choice Arizona, Inc. Provider Manual Addendum

This Provider Manual Addendum is not a replacement to the Health Choice Arizona, Inc. Provider Manual. All Health Choice Arizona Providers who participate in the Health Choice Generations Plan are subject to the same responsibilities and rules under The Centers for Medicare and Medicaid Services (CMS). Please refer to the main Provider Manual Chapters for contractual requirements, processes and forms associated with Health Choice Generations.

Section I

Introduction to Health Choice Generations

Health Choice Generations is an affiliate of Health Choice Arizona, Inc. (HCA), who has contracted with Centers for Medicare and Medicaid Services (CMS) as a Special Needs Plan (SNP) under the Medicare Advantage Plan to serve beneficiaries with special needs, like dual eligibility for both Medicare and Medicaid (AHCCCS). Effective January 1, 2006 the new Medicare Advantage – Special Needs Plan, Health Choice Generations began servicing beneficiaries who are dual eligible for Medicare and Medicaid.

This addendum to the Provider Manual contains basic information about the administration of Health Choice Generations. The intent of this addendum is to furnish contracted providers and their staff with information about Health Choice Generations, covered services, processes and claim submission requirements.

This addendum is designed so that providers can review and print only the sections that apply to them. For instance, physicians, hospital administrators and other medical professionals may only be interested in reviewing Section 1 of Chapter 21 - Health Choice Generations, while Providers' staff/billers should become familiar with requirements for prior authorizations, specialty referrals, and member eligibility as well as proper billing procedures contained in within the Provider Manual.

Health Choice Generations Overview

Health Choice Generations provides covered services to members in six Arizona counties:

- Apache
- Coconino

- Maricopa
- Navajo
- Pima
- Pinal

Our commitment is to provide quality, cost-effective healthcare to Medicare and Medicaid (dual eligible) members throughout the state.

Network Management

HCA is responsible for arranging covered services that are provided to members through a comprehensive provider network of independent physicians and facilities that contract with HC Generations. The network includes healthcare professionals such as primary care physicians, specialists, dentists, medical facilities and ancillary service providers.

HC Generations' network has been carefully developed to include those contracted healthcare professionals who meet certain criteria such as availability, location, specialty, hospital privileges, quality of care, and acceptance of HC Generations managed care principles and financial considerations.

Contracted healthcare professionals are required to coordinate member care within the HC Generations Provider Network. That means all referrals for HC Generations Members should be directed to HC Generations contracted providers. Referrals outside of the network are permitted, but only with prior authorization from HC Generations.

Web Address: <http://www.healthchoicearizona.com/Directory/>
Select Health Choice Generations (HCG)

Note: Original Medicare Plan will not pay for services covered by HC Generations.

Questions concerning the HC Generations network should be directed to the attention of your Network Service Representative. Within HC Generations, the Network Service Department is the primary point of contact for providers who require assistance. The Network Service Department is staffed with Network Service Representatives who are responsible to assist providers with information and serve as a liaison with other departments within HCA. If you do not know which Network Service Representative is assigned to you, use the following section to determine the appropriate office to call in your area for assistance. The Network Service Representative is there to assist you with your questions or requests. Please do not hesitate to contact your Network Service Representative whenever necessary.

See Exhibit 1-2 – HC Generations Contact List

Web Address: Select Network Services - <http://www.hcgenerations.com>