

NOTICE: Provider Disputes

Facsimile Number for MEDICAID

Provider Disputes

November 15, 2019

Effective December 15, 2019, Steward Health Choice Arizona (SHCA) will no longer accept fax submissions of written claim disputes.

Updates will be made to the Steward Health Choice Arizona Provider Manual Chapter 15, Claim Disputes, Member Appeals, and Member Grievances.

Provider Disputes submitted via mail should be addressed to:

Steward Health Choice Arizona,
Attention Claim Dispute Department,
410 N. 44th Street, Suite #900
PHOENIX, AZ 85008

For SHCA Claim Disputes: All claim disputes must be filed in writing within twelve months after the date of service, within twelve months after the date that eligibility is posted or within sixty days after the date of the denial of a timely claim submission, whichever is later (A.R.S. 36-2903.01 (B) 4). Claim disputes must specify in detail the factual and legal basis for the dispute and the relief requested.

Please refer to the Steward Health Choice Arizona Provider Manual for further guidance on Claim Disputes, Member Appeals, and Member Grievances.