

NOTICE: Health Choice Provider Manuals

Dear Provider,

Our Provider Manuals are designed to provide basic information about the administration of the Health Choice Arizona (both AHCCCS and RBHA) and Health Choice Generations programs. Details within our manuals are intended to furnish providers and their staff with information, covered services, claim and/or encounter submission requirements. The Health Choice Arizona provider manual is an extension of the Health Choice Arizona Subcontractor Agreement, executed by the participating provider. The participating provider agrees to abide by all terms and conditions set forth within our Provider Manuals. The Provider Manual is incorporated into the contract each provider holds with Health Choice.

Maintenance of the Provider Manual is performed annually with review and revisions necessary to align with AHCCCS, CMS as well as regulatory governing agency (i.e. ACOG, ADA, ADHS) updates. Annual review of the Provider Manual is conducted every July for Health Choice Arizona and every January for Health Choice Generations.

Hospital administrators, physicians and other medical professionals may only be interested in reviewing chapters pertaining to their specialty directly, in addition to chapter 1 of the Health Choice Arizona and Health Choice Generation's provider manuals as well as chapters regarding our philosophy and guidance in Care Management.

However, office staff and billers of providers should also become familiar with the requirements for member eligibility and enrollment (Chapter 2), prior authorization requirements (Chapter 6), claims submissions, billing policies and procedures, formal dispute and appeal processes (HCA Chapters 7-15, HCG Chapters 8-9). Use of our Provider Manuals will help reduce questions and expedite the claims process by ensuring that claims are submitted correctly the first time.

Currently our provider Manual is under review in conjunction with our acquisition by BCBSAZ, so you'll notice logo changes as well as email address updates to "healthchoiceaz.com" throughout.

Please take advantage of additional resources available online on the 'Provider' tab of our websites.

Health Choice Arizona: www.HealthChoiceAZ.com

Health Choice Generations: www.HealthChoiceGenAZ.com

