

*Quick  
Reference  
Guide*

# We're Proud to be Your Partner!

Simplify your daily administrative duties.

*Use this handy Quick Reference Guide for easy access to the information you need about pre-visit planning and post-visit tasks.*



**arizona  
complete health™**

*Medicaid | Marketplace | Medicare*

*Transforming the  
Health of the Community,  
One Person at a Time.*



arizona  
complete health.

# Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

Contact Provider Services with questions: **1-866-796-0542**



*Healthier individuals  
build healthy families and  
thriving communities.*



arizona  
complete health.

## *Visit the website for:*

- Patient care forms
- Pre-Auth Needed tool
- Arizona Complete Health News
- Provider manual
- Preferred Drug List
- Member resources



Contact Provider Services with questions: **1-866-796-0542**



*Dedicated to treating  
everyone with dignity  
and respect.*



arizona  
complete health.

# Secure Provider Portal..... [Provider.AZCompleteHealth.com](https://Provider.AZCompleteHealth.com)

## *Log in to your Arizona Complete Health Provider Portal to:*

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And additional services

Contact Provider Services with questions: **1-866-796-0542**



*Committed to making it easier  
for you and your family to get  
well, stay well and be well.*



arizona  
complete health.



# Member Eligibility

*There are three ways to check member eligibility:*

- Secure Web Portal
- 24/7 Toll-Free Interactive Voice Response (IVR) Line:  
**1-866-796-0542**
- Provider Services Call Center

Contact Provider Services with questions: **1-866-796-0542**



*Focus on the individual,  
commitment to whole health,  
and active local involvement.*



arizona  
complete health.

# Patient Care Gaps

*Find recommended services that a member has not completed by following these three steps:*

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Contact Provider Services with questions: **1-866-796-0542**



*Arizona Complete Health  
builds upon a tradition  
of excellence.*



arizona  
complete health.

# Prior Authorization

*Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.*

There are three options for submitting prior authorizations to us:

- Secure Provider Portal
- Fax
- Phone

Contact the Prior Authorization Department with questions:



**1-866-796-0542**  
Fax: 1-855-764-8513



**1-888-926-5057**  
Fax: 1-866-597-7603



**1-800-977-7522**  
Fax: 1-877-808-9362

*Arizona Complete Health  
is YOUR plan!*



arizona  
complete health.

# Claims

*Claims can be submitted using one of the following options:*

- Secure Portal
- Clearinghouses: EDI Payor ID **68069**
- Mail paper claims to the appropriate Claims Submission Address as listed below

*Please file claims according to our Timely Filing (TF) guidelines below:*



P.O. Box 9010  
Farmington, MO 63640-9010

TF: **180 Days**



P.O. Box 9040  
Farmington, MO 63640-9040

TF: **120 Days**



P.O. Box 9030  
Farmington, MO 63640-9030

TF: **95 Days**

Contact Provider Services with questions: **1-866-796-0542**