



[Date]

[Company]

[Address]

[City, State Zip]

RE: Phoenix Health Plan Transitioning to Care1st

Dear (provider/group),

As a valued partner, we're writing to inform you of an important change that will impact our relationship. We thank you for your partnership and the services we've been able to provide to our communities for the past 35 years.

May this notice serve as formal notification that on December 20, 2016, Phoenix Health Plan (PHP) entered into an agreement with Care1st Health Plan to transfer all PHP members to Care1st.

We've put together the below FAQ's in anticipation of any questions you may have regarding this change.

1. HOW WILL THIS AFFECT PHOENIX HEALTH PLAN?

Effective May 1, 2017 Phoenix Health Plan will end. PHP members will be transitioned to Care1st, unless they choose to enroll into another available health plan during an open enrollment period designated by AHCCCS. This open enrollment period will occur between February 1, 2017 and March 31, 2017.

2. HOW WILL THIS AFFECT MY CLAIMS AND PAYMENT FROM PHP?

PHP will continue to process claims after May 1, 2017 for covered services in accordance with the "Billing and Reporting Requirements" outlined in your specific PHP provider contract for services provided prior to May 1, 2017. 10.

3. IF I OBTAINED A PRIOR AUTHORIZATION FROM PHP PRIOR TO THE TRANSITION MUST I REQUEST A NEW PRIOR AUTHROIZATION 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.

4. IF I'M NOT IN THE CARE1ST NETWORK, MAY I REQUEST PRIOR AUTHORIZATION TO SEE A PHP MEMBER?

If you are not in the Care1st network you may request prior authorization to see a PHP member for continuity of care. Please use the Care1st prior authorization form and follow the Care1st prior authorization guidelines located on the Care1st website www.care1st.com/az. You may also contact Provider Network Operations for a hard copy of these documents at (602) 778-1800

(Options in order: 5, 7). Please provide all pertinent clinical information including current treatment plan with your request.

5. WILL ALL MEMBERS BE AUTOMATICALLY MOVED TO CARE1ST?

No, AHCCCS will give PHP members an opportunity to select a new health plan during the open enrollment period mentioned previously. Members who do not select a new health plan at the end of the open enrollment period will be transitioned from PHP to Care1st.

6. WILL I STILL BE ABLE TO SEE MY PHP MEMBERS?

PHP and Care1st's goal is to keep as many members assigned to their current health care providers as possible. However, if you are not currently contracted with Care1st you will need to either establish a contract with Care1st or assist your PHP members in transitioning to a Care1st contracted provider. If you would like to contract with Care1st please contact their Provider Network Operations team at (602) 778-1800 (Options in order: 5, 7).

7. DO I NEED A NEW CONTRACT WITH CARE 1st? HOW WILL THIS AFFECT MY REIMBURSEMENT?

If you have a current contract with Care1st, nothing changes. You will continue to be reimbursed at your contracted Care1st rates for PHP members who become Care1st members.

8. HOW WILL THIS IMPACT MEMBER BENEFITS?

There will be no change in member benefits. AHCCCS requires that all of its plans provide the same covered services to its members.

9. WHEN WILL THE MEMBERSHIP BE TRANSITIONED?

Members are expected to be transitioned by May 1, 2017 subject to regulatory approvals and other customary closing conditions.

10. WHEN WILL CURRENT PHP MEMBERS RECEIVE INFORMATION ON THE TRANSITION?

Members received notification at the end of January 2017.

11. WHEN WILL MEMBERS GET THEIR ID CARDS?

Members will receive new ID cards within 12 business days of their formal transition date.

We would like to thank you for our long standing relationship and your commitment to quality. Together we've been able to successfully care for Maricopa county residents for over 35 years! Should you have any further questions please contact the PHP Network Management team directly at (602) 824-3720.

Best,

D. Kirk LaPlante
Sr. Director, Network Management