



FROM

arizona  
complete health

# QUICK REFERENCE GUIDE

**JANUARY 2025**

## Convenient Self-Service

Ambetter from Arizona Complete Health understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. **The Provider Portal is the fastest way to get help with those routine tasks.** Keep this Guide accessible to make pre-visit planning and post-visit tasks quick and easy.

	Portal	(IVR) Interactive Voice Response
Authorization Requirements/Status	<b><u>Fastest Result</u></b>	Available
Authorizations Request	<b><u>Fastest Result</u></b>	N/A
Benefit/Co-payment Information	<b><u>Fastest Result</u></b>	Available
Claims and Appeals Status	<b><u>Fastest Result</u></b>	Available
Eligibility Verification	<b><u>Fastest Result</u></b>	Available
Submit Appeals/Claims/ Claims Disputes/Corrections	<b><u>Fastest Result</u></b>	N/A

## Helpful Links

### **Portal Registration**

**Forms** (AOR, Auth, Claims and more)

### **Joining our Network**

**Resources** (Manual and Guides)

Customer Services Phone (IVR):

**1-888-926-5057 (TTY: 711)**

## Important Numbers

### Care and Disease Management Referrals

Phone: **1-888-926-5057 (TTY: 711)**Fax: **1-855-833-7275****Risk Management Fraud,  
Waste & Abuse Hotline****1-866-685-8664**

### Community Connections Help Line

**1-866-775-2192**

### Behavioral Health Crisis Line

Members should call Member Services, **24 hours** a day.

### Nurse Advice Line

**1-888-926-5057 (24 hours)**

## Health Plan Partners - Contracted Networks

EyeMed

**Centene Vision Services**

Dental

**Centene Dental Services****Ambetter.AZcompletehealth.com**

**NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process.**

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

Ambetter from Arizona Complete Health is underwritten by Health Net of Arizona, Inc. (dba Arizona Complete Health), which is a Qualified Health Plan issuer in the Arizona Health Insurance Marketplace.

## Claim Submission Information

### Submission Inquiries

EDI team: **EDIBA@centene.com**  
or call **1-800-225-2573 ext. 6075525**.

### Preferred EDI Clearinghouse

Availability: **1-800-282-4548**.  
Web portal for direct data entry (DDE) claims:  
**Availity.com/Essentials-Portal-Registration**.

### Payer IDs: 68069

Visit our **Provider Resources** page to locate claim forms and information.

**Timely Filing guidelines:** 120 days from date of service for participating providers. 365 days for non-par providers.

### EFT

Register: **payspanhealth.com** or call **1-877-331-7154**  
Email: **providersupport@payspanhealth.com**  
For more details on PaySpan, please refer to the **EFT Features Guide**.



Mail paper claims to:  
**Ambetter from Arizona Complete Health**  
Attn: Claims Department  
P.O. Box 5010  
Farmington, MO 63640-5010

## Pharmacy Services

### Pharmacy Services

Rx BIN      Rx PCN      Rx GRP  
003858      A4      2CSA

### Mail Order

**Express Scripts**®      Phone: **1-833-750-1103 (TTY: 711)**  
24 hours a day, 7 days a week

### Preferred Specialty Pharmacy

**AcariaHealth**™      Phone: **1-800-511-5144 (711)**  
Fax: **1-877-541-1503**  
  
Monday–Friday, 8 a.m. to 10 p.m.,  
Saturday, 9 a.m. to 3 p.m. ET.

### Medical Oncology Services

**Evolent**      Phone: **1-888-999-7713**



**Ambetter from Arizona Complete Health**  
Attn: Pharmacy Appeals  
P.O. Box 10341  
Van Nuys, CA 91410

### Coverage Determination Requests

Electronic Prior Authorization (ePA)

**Account.CoverMyMeds.com**

Access the **Drug Coverage page** for the Formulary information and Pharmacy forms.

## Appeals/Reconsiderations and Grievances

Visit the **Grievance and Appeals** page for more information.

Email:

**ambetter\_centralized\_Grievances\_Appeals@CENTENE.com**

Fax: **1-877-615-7734**

## Prior Authorization (PA)

A **Pre-Auth Needed tool** is available to determine if prior authorization is required. Detailed Prior Authorization list and important PA information can be found in the **Prior Authorization Guide**. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests **online** using the associated **PA forms**.

**Medical Fax: 1-866-597-7603**

**Behavioral Health Fax: 1-844-918-1192**

**Pharmacy Medical Requests Fax: 1-800-977-4170**

**Urgent Authorization Requests and Admission Notifications:**

Call **1-888-926-5057** and follow the prompts.

Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.

**Ambetter from Arizona Complete Health does not accept handwritten, faxed or replicated claim forms. Ambetter from Arizona Complete Health does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**