



Provider Newsletter

March - April 2021



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What's New!

COVID-19 Vaccine Information and Updates

Health Choice Arizona is keeping up with the latest developments about the COVID-19 illness. As Arizona rolls out the COVID-19 vaccine, we want to make sure you are updated. These vaccines are important to slowing the spread of the disease and protecting our communities.

Vaccine distribution is handled by each county and in a phased approach. It can be different from county to county. To find vaccination sites in your county please visit azhealth.gov/findvaccine. You can also find information on which phase your county is currently in and learn about the vaccine. AHCCCS members are not be charged for the COVID-19 vaccine.

Please refer to these websites:

- Information on the COVID-19 Vaccine from AZDHS
Find a COVID-19 Vaccine by County

Additional Provider Resources:

- Centers for Disease Control and Prevention (CDC)
- Arizona Department of Health Services website
- COVID-19: AHCCCS Frequently Asked Questions
- HealthCurrent COVID-19 AHCCCS Provider Resources
- CVS Health - COVID -19 Testing Information/Locations
- Get Tested COVID-19 - Find Testing Locations near you



Please view a message from our Chief Medical Officer and other Arizona health care professionals.
youtu.be/IFTmbe67yEs



Health Choice Q1 All Provider Forum Join Us!

Zoom Webinar

Wednesday March 31, 2021, 11:30 A.M. - 1:00 P.M.

Link to join Webinar: zoom.us/j/98717638412

You can participate by joining us online from your PC, Mac, Linux, iOS or Android:

zoom.us/j/98717638412

AND by calling: 346-248-7799 or 669-900-6833 or 253-215-8782 or 312-626-6799 or 646-876-9923 or 301-715-8592

Webinar ID: 987 1763 8412

If you plan to attend please RSVP to Jadelyn.Fields@healthchoiceaz.com with your name, office name (TIN) and number of anticipated guests.



What's New!



Health Choice Arizona Dental Prior Authorization Updates

The listing below regarding CDT updates for 2021. These updates are reflected in the Dental Matrix located on the Health Choice Arizona website under the 'Providers -> Dental' section:

www.healthchoiceaz.com

Codes Requiring Prior Authorization effective 3/1/2021:

D0701	Panoramic Radiographic Image-Capture Only (Under 6 Years of Age)
D0702	2-D Cephalometric Radiographic Image-Image Capture Only. Not Covered for Adult ER
D0703	2-D Oral/Facial Photographic Image Obtained Intra-Orally Or Extra-Orally-Image Capture Only. Not Covered for Adult ER
D2928	Prefabricated Porcelain/Ceramic Crown-Permanent Tooth
D3471	Surgical Repair of Root Resorption-Anterior
D3472	Surgical Repair of Root Resorption- Premolar
D3473	Surgical Repair of Root Resorption-Molar
D3501	Surgical Exposure of Root Surface Without Apicoectomy or Repair of Root Resorption- Anterior
D3502	Surgical Exposure of Root Surface Without Apicoectomy or Repair of Root Resorption-Premolar
D3503	Surgical Exposure of Root Surface Without Apicoectomy or Repair of Root Resorption-Molar
D7961	Buccal/Labial Frenectomy (Frenulectomy). Not Covered For Adult ER
D7962	Lingual Frenectomy (Frenulectomy). Not Covered For Adult ER

If you have any questions or need additional information, please call the Dental Prior Authorization Department at **480-968-6866 EXT 6006**.

Health Choice Arizona and Health Choice Pathway Medical Prior Authorization Updates

Effective 4/06/2021, the following codes will require prior authorization:

Applies to Health Choice Arizona (HCA) and Health Choice Pathway (HCP)

Medical 15771, 30468, 81338, 81339, 81347, 81348, 81351, 81352, 81353, 81357, 81360, 81419, 81529, 81546, 81554, 90378, B4105

Medical Q5122, S0013, J1823, J7212,
Pharmacy J7352, J9144, J9223, J9281, J9316, J9317

Reminder: All out of network providers will require Prior Authorization for all services

A complete set of Health Choice Prior Authorization (PA) Guidelines and PA Grids are available online by visiting:

HCA: www.healthchoiceaz.com
> Provider Tab > PA Guidelines

HCP: www.healthchoicepathway.com
> Provider Tab >
Provider Information

Did You Know?



Electronic Data Interchange (EDI)

To help you improve your efficiency so that you can focus on patient care, we encourage you to submit claims electronically by utilizing Electronic Data Interchange (EDI).

The benefits of EDI are:

- Faster transaction time and payment.
- Reduced operational costs compared to paper claims (printing, collating, postage, etc.).
- Increased accuracy resulting from validation of data elements.
- Reduced adjustments.

In Arizona, we work with Change Healthcare to make the electronic claims submission process as seamless as possible. Health Choice Arizona is fully 5010-compliant, and can also accept 4010 claims.

You can enroll with Change Healthcare at www.changehealthcare.com/enrollment

Electronic Funds Transfer Request

Get your money faster!! To participate in electronic data interchange, please complete the Electronic Funds Transfer Request form (available online www.healthchoiceaz.com/providers/claims/), and submit to:

Health Choice Arizona
Attn: Information Systems
410 N. 44th Street, Suite 900
Phoenix, AZ 85008

Know an Out of Network Provider? How to Participate with Health Choice

If you know a provider who does not participate in Health Choice networks, but is interested, they must complete the following steps and return the required documentation.

Please fax a Letter of Interest (LOI) to Health Choice at [480-760-4975](tel:480-760-4975).

The LOI needs to be on the provider's letterhead and must include the following:

- Number of providers in your practice.
- Network Affiliation(s)
- Geographic location(s) and hours of operation.
- Provider specialty and Subspecialty services.

The following forms need to be included with the LOI and can be found on our website at www.healthchoiceaz.com/providers/overview/:

- W-9 Form
- AzAHP Practitioner Credentialing Form
- AzAHP Organizational Credentialing Form

Providers must NOT schedule or render services to Health Choice members until the contracting and credentialing process is complete and the provider receives a copy of the fully executed Agreement. Reminder: All out of network providers will require Prior Authorization for all services.

Outpatient Laboratory Services - LabCorp

Health Choice has a statewide capitated contract with LabCorp of America to provide a full array of laboratory services. Please refer to the prior authorization grid regarding laboratory services that require prior authorization.

Please visit www.labcorp.com for service locations.

Did You Know?

Referring, Ordering, Prescribing, Attending (ROPA) Providers Required to Register with AHCCCS

The Patient Protection and Affordable Care Act (ACA) and the 21st Century Cures Act (Cures) require that all health care providers who provide services to, order (refer), prescribe, or certify health care services for AHCCCS members must be enrolled as an AHCCCS provider.

Effective Date Change:

After June 1st, 2021 claims which include referring, ordering, prescribing or attending providers who are not enrolled with AHCCCS will not be reimbursed.

Health Choice encourages all providers who are not currently registered with AHCCCS, but who are referring, ordering, prescribing or attending providers, to register as an AHCCCS provider as soon as possible. You can check your current registration with AHCCCS as the following link; www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/.

If you are not enrolled and need to be, click here to begin www.azahcccs.gov/PlansProviders/APEP/ProviderEnrollment.html Service providers whose claims include referring, ordering, prescribing or attending providers who are not registered with AHCCCS should work with these providers to complete their registration.

Don't be the Weak Link in the Claim!

For more information visit: www.azahcccs.gov/PlansProviders/NewProviders/ROPA.html

Cultural Competency - Health Literacy

Many patients may not understand health information because of limited health literacy. Health Literacy is defined by the U.S. Department of Health and Human Services (HHS) as "the degree to which individuals have the capacity to obtain, process, and understand basic health information needed to make appropriate health decisions."

- Other definitions include *services. The ability to act upon health information and services.*

Did you know?

- Low income and low health literacy are both associated with poorer health outcomes and higher rates of chronic disease. (Source: The Effectiveness of Self-Management Interventions for Individuals with Low Health Literacy and/or Low Income: A Descriptive Systematic Review).

- Up to 90% of patients forget what their doctor tells when they leave the doctor's office. Nearly 50% of information that patients DO remember is recalled incorrectly.
- Adults with low health literacy or literacy may have challenges understanding written instructions on prescription drug labels, appointment slips, referrals, medical education brochures, doctor's directions and consent forms?

Health literacy is key to patient's communication with you or your office staff.

You can help your patients!

There are things that you can do to enhance your health literacy knowledge.

- Use the teach-back method. This method checks for patient understanding. Information on teach-back can be found

on The Agency for Healthcare Research and Quality website. ([Teach-Back: Intervention | Agency for Healthcare Research and Quality \(ahrq.gov\)](http://www.ahrq.gov)). This website has teach-back method tools for the patient, you and your staff.

- Join an organization dedicated to health literacy and patient empowerment. The Healthcare Advancement (IHA) and has tools and education for continual learning. <https://iha4health.org/about-the-institute/>.

Decide to move forward with health literacy today!

If you need help getting started, please feel free to reach out to the Cultural Competency Administrator at Health Choice through email: Culture@HealthChoiceAz.com

Did You Know?

Electronic Visit Verification (EVV)

The below notice is only applicable to providers subject to EVV requirements.

Pursuant to Section 1903 of the Social Security Act (42 U.S.C. 1396b), also known as the 21st Century Cures Act, in order to prevent a reduction in the Federal Medical Assistance Percentage (FMAP), AHCCCS is mandated to implement Electronic Visit Verification (EVV) for non-skilled in-home services (attendant care, personal care, homemaker, habilitation, respite) by January 1, 2021 and for in-home skilled nursing services (home health) by January 1, 2023.

The EVV system, must at a minimum, electronically verify the:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

EVV Timeline

- Provider Training: October – December 2020
- Soft Launch: October – December 2020
- Mandatory Use Date: January 1, 2021
- Soft Claim Edits: January – March 2021

- Hard Claim Edits: April 1, 2021
- **The claims and policy grace periods have been extended. The hard claim edits will not begin on April 1, 2021.**
- At this time, AHCCCS is seeking further guidance from the Centers for Medicare and Medicaid Services (CMS) that will inform a decision on the new date the hard claim edits will begin. AHCCCS plans to coincide the timing of the beginning of the hard claim edits with policy compliance.

EVV Resources

- In an effort to keep the public informed about the EVV design and implementation process, AHCCCS has posted extensive information on its website www.azahcccs.gov/AHCCCS/Initiatives/EVV/.
- To sign up to receive these communications, click on the "Stay Informed" tab.

We recognize the importance of sharing timely information about the EVV initiative, and our goal is update our provider community on AHCCCS posted material and communicate developments on an ongoing basis.



Provider Directory Maintenance

Health Choice is conducting maintenance of the provider directory! To ensure your information is accurately reflected in our directory, please login to your CAQH and update any information which may be outdated, including:

1. Practice address, phone number and hours
2. Hospital affiliations
3. Board certification
4. Languages spoken

The above information reflected in your CAQH may be utilized for the provider directory and displayed to members. Hospital affiliations are frequently inaccurately reflected on the CAQH, it is important to maintain accuracy of this information so members can easily identify where they may receive care from you. Please confirm the accuracy of the hospitals listed on your CAQH and reattest to finalize any changes made.

Innovation Corner

Health Choice Arizona – Tribal Program

Health Choice Arizona honors, and respects the sovereignty of all the Tribal Nations and their diverse cultures in the service areas and throughout the State of Arizona.

Health Choice Arizona's goals is to decrease health disparities and maximizing access to physical and behavioral health services for American Indians. In order to achieve this goal it is essential that HCA engage with Tribes in

open, continuous, and meaningful consultation. Our view is that true consultation consists of ongoing information exchange and mutual understanding which leads to informed decision-making.

Health Choice Arizona supports this over-arching goal through active participation and engagement in establishing, maintaining, and developing collaborative relationships with Tribal Leaders,

collaborating with the Tribes and AHCCCS policy development and protocols to maximize the effectiveness of communication and ensure the delivery of quality care and services.

Visit us online www.healthchoiceaz.com/providers/tribal-program/ for Tribal Program webinars and participation opportunities.

Dental Corner

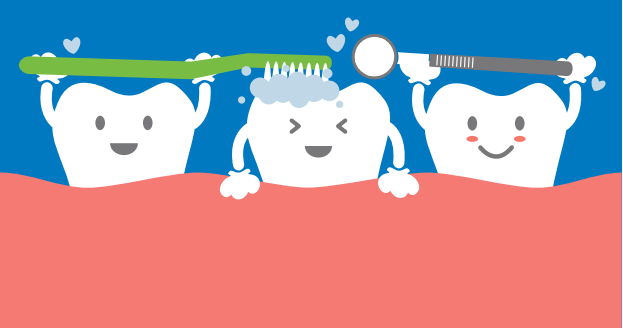
The Many Ways to Create a Child Friendly Dental Experience

As we all are very aware, children need regular dental visits starting at age one. Therefore, dentists need to ensure their offices both look and feel child friendly in order to create a comfortable dental environment that will reduce anxiety and improve the quality of healthcare.

Dental Caries is one of the most common chronic diseases of childhood in the United States. About 1 out of 5 (20%) children ages 5- 11 years and about 1 out of 7 (13%) adolescents aged 12-19 years have at least one untreated decayed tooth. It is common for children to skip routine dental appointments. 20% of school-age children are simply afraid of visiting the dentist.

The following suggestions can assist with a positive, stress free experience for the Dentist, your team, the parents and, of course, your young patients:

1. A dedicated area for children in your waiting room is important for all of your patients. This child friendly waiting room can include: children's books and games, (post COVID) playing children movies, and having colorful and fun décor and child sized furnishings.
 2. Provide a "treasure" or a "prize" box...children love rewards!
 3. Install TV screens in the waiting room and operatories, distractions are a big help
 4. Have a welcoming and caring staff that introduces themselves to each parent/caregiver and child.
 5. Children don't always do well with choices, so be sure to tell the child instead of asking, for example, if you want them to open their mouth and you say, "Can you open your mouth?" In all likelihood are they will say no. If you say... "Please, open your mouth.", you increase your chance of getting the behavior you are seeking.
 6. Explain to the child each step of the procedure will help the child feel less anxious (Tell Show Do).
 7. Distract the child during the procedure by continuing to talk to them about their hobbies, school, siblings and friends.
 8. It can help to ask the child which flavor of fluoride they want or which TV station they want to watch.
- In conclusion, when promoting your office whether it is your website, social media, in-office handouts etc. be sure to include your office is child friendly.



Health Choice Arizona (HCA) is the integrated health plan and Regional Behavioral Health Authority (RBHA) in Mohave, Yavapai, Coconino, Navajo, Apache, & Gila Counties. We ensure access to and are the payer for behavioral and physical health services for adults with Arizona Health Care Cost Containment System (AHCCCS) title XIX coverage and Serious Mental Illness (SMI).

Workforce Development – Training Offerings

Your **HCA Workforce Department** is excited to announce and rollout the *HCA Clinical Team Training Series!* Since April of this year, HCA has provided clinical trainings via a webinar based platform (Zoom/Eventbrite), and recorded each of these sessions for you and your staff to view and learn from in **Relias**.

If you have additional questions or needs, please reach out! We are always looking for ideas to deliver new trainings to the network, so send your thoughts/needs our way.

Also, if you are interested in joining us for a live session, please visit our Eventbrite page for a list of future trainings: www.eventbrite.com/o/health-choice-arizona-18029430714

PCP Care for People with Behavioral Conditions

AHCCCS and Health Choice cover behavioral health services provided by a Primary Care Provider (PCP) within their scope of practice. This includes the monitoring and adjustment of behavioral health medications for the management of conditions such as anxiety, depression and ADHD. For purposes of medication management, it is not required for the PCP to be the member's *assigned* PCP. PCPs who treat members with behavioral health conditions may provide medication management services including prescriptions, laboratory, and other diagnostic tests necessary for diagnosis, and treatment. For antipsychotic medications, Prior Authorization (PA) may be required. Information on behavioral health medication coverage and PA procedures may be located on the Health Choice website: www.healthchoiceaz.com/providers/prescription-drugs/

PCPs may also refer members to a behavioral health provider for evaluation and/or

ongoing medication management services or consult with a behavioral health provider. Members who are dual eligible for Medicare and Medicaid should be referred to a licensed behavioral health provider who is part of their Medicare contracted network. Members with Serious Mental Illness (a behavioral health diagnosis that causes substantial negative impacts on functioning in the home, relationships, or community) often need services from a behavioral health specialist. PCPs can encourage their patients with SMI to engage in behavioral health services and are responsible for coordinating with the Behavioral Health Medical Practitioner (BHMP). If you are a PCP in the Northern Arizona counties, please refer your patients with SMI to an HCA contracted Behavioral Health Home in their community or contact HCA customer service for assistance identifying their assigned Behavioral Health Home.

Health Choice provides Care Management and Disease Management services to members with chronic conditions and high

risk/cost indicators. Health Choice care management staff provide coordination of care and member self-management resources. For assistance in locating a contracted behavioral health specialist, or to make a referral to Health Choice care and disease management programs, providers may call the Health Choice customer service line at **1-800-322-8670 (TTY:711)**. Additional resources are listed below.

Resources

- **Northern Arizona Behavioral Health Crisis Hotline**
1-877-756-4090, 24/7 Hotline for crisis stabilization.
- **Non-Emergency Medical Transportation (NEMT) Provider**
1-800-322-8670, Members and Providers may call HCA Member Services for assistance scheduling NEMT. Please schedule NEMT rides at least 3 days in advance of the medical appointment.
- **24/7 Nurse Advice Line**
1-855-458-0622, 24/7 Advice line



EPSDT Reminders

The Early Intervention Program (AzEIP)

The Arizona Early Intervention Program (AzEIP) is Arizona's statewide interagency system of services and supports for families of infants and toddlers, birth to three years of age, with disabilities or delays. AzEIP is established by Part C of the individual with Disabilities Education Act, which provides eligible children, and their families access to services to enhance the capacity of families and caregivers to support the child's development. A total of 11,429 children were served through the AzEIP program in 2019.

A child, birth to 36 months of age who has not reached 50% of the developmental milestones expected at their chronological age in one or more of the following areas is eligible for AzEIP services:

- Physical (Fine, or gross motor, including vision and hearing)
- Cognitive
- Communication
- Social or emotional
- Adaptive

A child with an **established condition** known to have a high probability of resulting in developmental delay is also eligible. The conditions include but are not limited to:

- Chromosomal abnormalities
- Metabolic Disorders
- Cerebral Palsy
- Severe auditory or visual impairment

- Failure to thrive/undernutrition
- Severe attachments disorders
- Disorders reflecting disturbances in the nervous system (Autism Spectrum Disorders, born addicted to narcotics or alcohol)

During the EPSDT well-child visit, the PCP will determine the child's developmental status through discussion with the parents and utilization of developmental screening tools. If the PCP identifies potential developmental delays, they may request an evaluation by a specialist by submitting the clinical information s and request for evaluation and services to HCA. To initiate the referral process, contact AzEIP directly at [602-532-996](tel:602-532-996), or via the AzEIP website at des.az.gov/services/disabilities/developmentalinfant

For additional information, please contact the EPSDT department at [480-760-4821](tel:480-760-4821).

Well-Child Visits During the Pandemic

Well-child visits and vaccinations are essential preventive care services for children and adolescents.

PCPs are required to ensure all newborns, infants, children, and adolescents are up to date on their well-child visits, inclusive of appropriate screenings, including complete physical exams, laboratory tests, fluoride varnish, and vaccines. Providers are also required to:

- Conduct well-child visits in person whenever possible and supplement with telehealth.
- Identify children who have missed their

well-child visits and recommended immunization and work with their families to bring children up to date as quickly as possible.

- Assess the immunization status of all children and adolescents at each visit to avoid missed opportunities for vaccination and ensure timely vaccine catch-up. All vaccines due or overdue should be administered according to the recommended CDC immunization schedules during that visit to provide protection as soon as possible and minimize the number of health care visits needed to complete vaccination.
- Continue surveillance and screening for social, emotional, and behavioral concerns and provide appropriate anticipatory guidance as part of the well-child visit.
- Inform families about the strategies already implemented in their office to reduce the risk of viral transmission. For example:
 1. The requirement of mask/face coverings and promotion of physical distancing while in the office
 2. Scheduling well visits and sick visits at different times of the day or using telehealth
 3. Asking patients to remain outside until they are called into the facility to reduce crowding in the waiting room
 4. Offering sick visits and well-child visits in different locations

We thank our provider community for their commitment and caring for our members during the pandemic.

Pediatric Care Management:

If you feel a child is in need of a referral for care management please email or fax our Case Management (CM) referral form to: HCH_PediatricsCM@healthchoiceaz.com or fax **480-317-3358**.

The CM form can be found under the Providers section of our website under Forms: www.healthchoiceaz.com

EPSDT Tracking Forms:

Please keep sending us your tracking forms in a timely manner for your Well Child Visits! As a reminder, please include the AHCCCS ID on the tracking form and EMR's and verify your sending a complete file. Please submit EPSDT Tracking forms and EMR's directly to the EPSDT department, either by email or fax.

EPSDT screening for AHCCCS members less than 21 years of age is required. Submission can be completed with fax or mail. All EPSDT information is logged into the members file for tracking and reporting purposes as required by AHCCCS. Age appropriate screenings include vision, hearing, oral health, nutrition, development, tuberculosis (TB), BMI and lead. Any referrals you have for the member are also noted.

Working together we can keep kids healthy. Healthy children will lead to healthy adults. Email: HCH.EPSDTCHEC@healthchoiceaz.com Fax: **480-760-4716**

Missed Appointment Logs

As a reminder, please submit missed medical and dental appointment logs. For medical please fax the log to **480-760-4708**

or email comments@healthchoiceaz.com
For dental please fax the log to **480-350-2217**

Appointment log forms are located on our website under Providers -> Provider Manual -> Exhibits 3.5.1 (Medical) and 3.5.2 (Dental).

Arizona State Immunization Information System (ASIIS)

Timely administration of childhood and adolescent immunizations are more essential this year than ever, and AHCCCS requires that all administered immunizations are logged into ASIIS, the statewide immunization portal. Data integrity in ASIIS is critically important because common data entry errors like duplicate patient records and mis-keyed dosage information can make it difficult for providers, plans, and AHCCCS to know which members are truly overdue for immunizations. We highly recommend that you require your staff who enter data into ASIIS to complete the patient data and dose data trainings on ASIIS's online learning portal, APO TRAIN. aipo.myabsorb.com/?KEYNAME=AIPOTRAIN

Maternal Reminders

Pediatric Care Management

Health Choice has a team of skilled pediatric care managers who promote health literacy specific to the needs of children with high risk conditions. Our pediatric care managers are registered nurses who understand the role social determinants of health have on impacting health outcomes. Pediatric care managers interface with parents/guardians, providers, and community constituents to fa-

cilitate educational and coordination of care interventions for high risk infants, children, and adolescents

Please email our Care Management (CM) referral form to: HCH_PediatricsCM@healthchoiceaz.com or fax **480-317-3358**.

The CM referral form can be located under the Providers section of our website under Forms: www.healthchoiceaz.com

OB Care Management

Did you know Health Choice also has an OB Care Management team comprised of skilled nursing professionals and maternal child assistants who provide integrated culturally sensitive interventions to high risk moms. High risk conditionals are often identified from the timely submission of TOB forms. If you have a pregnant member with high risk medical or BH conditions, please refer to our OB CM team.

Please email our Care Management (CM) referral form to: HCHHCACaseManagement@healthchoiceaz.com or fax **480-317-3358**.

The CM referral form can be located under the Providers section of our website under Forms: www.healthchoiceaz.com

Syphilis Testing

Prenatal Syphilis screening is important to both mom and her fetus. Undiagnosed syphilis during pregnancy delays treatment and can result in transmission to the fetus (Congenital Syphilis). Congenital syphilis is associated with stillborn delivery and neonatal death.

Tips & Tricks –

Diagnostic Criteria for Substance Use Disorder(s)



Applies **generally** to Alcohol, Cannabis, Hallucinogens, Inhalants, Opiates, Sedative Hypnotic and Anxiolytics, and Stimulants

- Diagnostic criteria (generally)
- A problematic pattern of (substance) use leading to clinically significant impairment or distress as manifested by at least 2 of the following occurring within a consecutive 12 month period
 - Substance is often taken in larger amounts or over a longer period than was intended
 - There is a persistent desire or unsuccessful efforts to cut down or control substance use
 - A great deal of time is spent in activities necessary to obtain substance, use substance or recover from its affects
 - Craving or a strong desire or urge to use substance
 - Recurrent substance use resulting in a failure to fulfill major role obligations at work school or home
 - Continued substance use despite having persistent or recurrent social or interpersonal problems caused or exacerbated by the effects of substance
 - Important social, occupational, or recreational activities are given up or reduced because of substance use
 - Recurrent substance use in situations in which it is physically hazardous
 - Substance use is continued despite knowledge of having a persistent or recurrent physical or psychological problem that is likely to have been caused or exacerbated by substance.
- Tolerance as defined by either of the following:
 - A need for markedly increased amounts of substance to achieve intoxication or desired effect
 - A markedly diminished effect with continued use of the same amount of substance

- Withdrawal as manifested by either of the following:
 - The characteristic withdrawal symptoms for substance (refer to Criteria A and B of the criteria set for substance withdrawal)
 - Substance (or a closely related substance) is taken to relieve or avoid withdrawal symptoms. Ex: ETOH and benzodiazepine
- Code based upon severity – Look towards the F10 series of codes
 - Mild: Presence of 2-3 symptoms Ex F10.10
 - Moderate: Presence of 4-5 symptoms Ex F10.20
 - Severe: Presence of 6 or more symptoms F10._ _
- Remission
 - Early-After full criteria for use disorder were previously met, none of the criteria for the substance use disorder have been met for at least 3 months*
 - Sustained of Full- After full criteria for use disorder were previously met, none of the criteria for the substance use disorder have been met for at least 12 months*

*Possible exception is cravings or strong desires

Contact Us:

Health Choice Arizona Risk Adjustment Department
410 North 44th Street, Suite 900
Phoenix, AZ 85008

480-968-6866 ext. 5034

hchperformanceimprovement@healthchoiceaz.com

Coding and Documentation materials are based on current guidelines and are to be used for reference only. Clinical and coding decisions are to be made based on the independent judgement of the treating physician or qualified health care practitioner and the best interests of the patient. ICD-10-CM, CPT and HCPCS are the authoritative referenced for purposes of assigning diagnoses and procedure codes to be reported. It is the responsibility of the physician and/or coding staff to determine and submit accurate codes, charged and modifiers for services rendered.

We heard you & we're here to help!

Provider Portal

The Health Choice Arizona Provider Portal is designed with you in mind. Included in this site, and accessed through a secure portal, is patient data such as claims history and prior authorizations.

Are you registered for the Provider Portal? Sign-up today!

Get access to member eligibility, claim status, prior authorization status and much MORE!

www.stewardhealthchoiceproviders.org/ProviderPortal/Login/

If you do not have an account, we have easy instructions for creating an account on the portal log in page.

If you have any questions about the provider portal, please contact our Provider Services team at **1-800-322-8670** or contact your Provider Performance Representative.

Customer service is the fabric of our organization. Our internal infrastructure is designed to provide your patients speedy access to customer service representatives and to expedite claims processing.

Provider Resources

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Health Choice Arizona:
www.healthchoiceaz.com

Health Choice Pathway:
www.healthchoicepathway.com

Visit us online for provider specific resources! To help you and your staff stay informed and help address any questions about Health Choice, we have established the following support services:

Provider Services call center: 1-800-322-8670
Open Monday-Friday, 6:00 A.M. - 6:00 P.M.
Provider Portal: 480-760-4651

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

****MEMBER PRIVACY NOTICES**** are included in the Health Choice Member Handbook and can be located on the Health choice Website at: www.healthchoiceaz.com/privacy-notice

