



Care1st Hospital Auth Phone Number Update (602) 778-1800

<Date>

Dear Provider(s):

We wanted to provide you an update to the **phone number** that was provided on the Fax Blast we sent out on March 7, 2020 regarding Care1st Hospital Prior Authorizations. We apologize for any inconvenience this may have caused and has been corrected below.

If dental services need to be provided in an outpatient facility setting, coordination with Care1st is required for the facility portion of the care. The following process outlines the requirements for submitting authorization requests for facility services for Care1st members:

1. **Submitting Prior Authorization Request to DentaQuest**

- Requests for prior authorization must be submitted to DentaQuest and include, but are not limited to, the following client-specific documents and information:
 - A completed Prior Authorization Claim Form
 - Location where the procedure(s) will be performed should be written out (not abbreviated) by name and address in Box 35 (Remarks) (Example: Phoenix Children's Hospital 1919 E Thomas Rd, Phoenix AZ)
 - Place of treatment in Box 38 should be marked as "Hospital"
 - Narrative unique to the member, detailing reasons for the hospital case D9420.
 - Diagnostic quality radiographs or photographs
 - When appropriate radiographs or photographs cannot be taken prior to general anesthesia, the narrative must support the reasons for an inability to perform diagnostic services. For these special cases that receive authorization, diagnostic quality radiographs or photographs will be required for payment and will be reviewed by the DentaQuest Dental Director.
- The dentist performing the dental procedure is responsible for obtaining prior authorization from DentaQuest and for providing the prior authorization information to the anesthesiologist.

2. **Obtaining Facility (ASC or Hospital) Authorization from Care1st**

- Once the prior authorization for dental procedure(s) are approved by DentaQuest, requesting provider must contact Care1st's Prior Authorization Team for a facility authorization number:
 - **602-778-1800 (Options in order: 5, 6, 3)**
- Requesting provider then contacts the facility to schedule the outpatient services.

3. **Submitting Claims:**

- Submit dental service claims to DentaQuest
- Submit medical service claims to Care1st.

If you have questions, please contact your DentaQuest Provider Partner listed below. Thank you for your continued support in working with us to provide quality dental care and keep Arizona smiling.

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