

PIMA HEALTH SYSTEM

PROVIDER MANUAL

DECEMBER 2009

ABOUT THE PIMA HEALTH SYSTEM (PHS) PROVIDER MANUAL

The purpose of the PHS Provider Manual is to offer network providers up to date information about Pima Health System so that you can work easily and efficiently with us. Please feel free to contact your PHS Provider Representative at (520) 243-8500 if you have any questions about the information contained in this document or about PHS in general.

The Provider Manual is reviewed and updated at least once a year. The manual is maintained on the PHS website at www.phs.pima.gov. To find the manual on-line, go to the PHS website and click on the Provider Assistance link. The on-line version of the manual is updated whenever changes are made and offers providers “real-time” access to PHS information. Hard copies of the manual can be made available upon request by calling (520) 243-8500.

Pima Health System has a special telephone line so PHS providers can receive immediate assistance with questions or concerns. This phone line is staffed Monday – Friday 8:00 A.M. – 5:00 P.M. You may still contact your designated provider services representative directly with specific questions. However, if you are unable to reach your representative, you may contact the Provider Services immediate assistance line at **(520) 243-8500**. If your question is regarding the status of a claim, please call our Claims Customer Service Line **(520) 243-8063** for immediate assistance.

Telephone numbers for the PHS Provider Services Staff are:

Immediate Assistance Line – (520) 243-8500
Alan Tiano, Provider Services Manager – (520) 243-8354
Maria Miranda-Crespo – (520) 243-8037
Pat Ortiz – (520) 243-8358
Lupita Rivera – (520) 243-8351

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PIMA HEALTH SYSTEM

INTRODUCTION AND OVERVIEW

Pima Health System (PHS) is an entity of Pima County Government operated as an enterprise fund under the authority of the Pima County Board of Supervisors. PHS operates **three** programs:

- an acute/ambulatory managed care organization under Arizona Health Care Cost Containment System (AHCCCS) in Pima County.
- a long term care (LTC) managed care program under ALTCS (Arizona Long Term Care System) which includes both a skilled nursing facility population and a home and community based services population in Pima and Santa Cruz Counties.
- Community Services System which is a non-medical home and community based service (HCBS) grant funded program.

PHS provides services directly through staff and contract professionals and utilizes the services of numerous contracted independent health care providers and group practices. Ancillary services, specialty services, and social services are provided through contracts with a variety of health care providers and community agencies.

OUR VISION

To improve the quality of life for the community and the people we serve through a system of health and social services.

OUR COMMITMENT

To promote prevention, wellness and maintenance of optimal health by providing and utilizing education, service and treatment.

PIMA MEDICAL SERVICES

As an AHCCCS contractor, PHS is responsible for providing health care services which comply with all Title XXI, XIX, and AHCCCS rules and regulations. These regulations dictate the services which must be covered and require utilization and quality management of resources to assure that quality, cost-effective services are provided. PHS contracts, standards and procedures, and quality management activities reflect and incorporate these rules and regulations. PHS is committed to provide a managed care system that consistently provides high quality health care to its members in convenient locations.

PIMA LONG TERM CARE (LTC) SERVICES

In addition to medical services, as an ALTCS Program Contractor, PHS is committed to provide quality LTC services. These include Skilled Nursing Facility placement, Home and Community Based placement options including Assisted Living Facilities, such as Adult Foster Care, Assisted Living Homes and Assisted Living Centers. All services are provided in compliance with all Title XIX rules and regulations. PHS strives to build a network of Long Term Care services to meet the needs of our member population.

PROVIDER SERVICES OVERVIEW

Provider Services of Pima Health System (PHS) is responsible for the planning and development of service networks for AHCCCS Ambulatory Care Plan, ALTCS Long Term Care Plan, and the Community Services System (CSS) programs operated by PHS. This is accomplished by conducting industry research, developing service specifications, developing and securing Requests for Proposals, and developing, negotiating and monitoring contracts.

Provider Services conducts ongoing provider communication, training and education. New providers receive an initial orientation, and existing providers can request ad hoc training or meetings that discuss PHS, AHCCCS/ALTCS requirements, provider qualifications, credentialing, referrals, billing and other issues of importance to providers. Provider Services meets provider communication needs through site visits, provider meetings, quarterly provider newsletters, targeted mailings, annual provider surveys, medical management reviews, PHS provider manuals, member rosters, contractual agreements, and specific provider needs via the telephone.

During biennial provider site visits staff discuss a variety of areas including but not limited to: referrals, prior authorizations, advanced directives, behavioral health, eligibility, payment and contractual issues, fraud and abuse, cultural competency, credentialing, appointment standards, office wait time and transportation concerns. The site visits provide an opportunity for Provider Services to develop and / or improve relationships with providers that furnish services to PHS members. Any issues identified during the site visit are addressed by Provider Services staff during the site visit or are followed up in a timely manner.

Provider Services ensures a network of medically qualified providers and facilities through regular compliance monitoring. Areas that are monitored and coordinated with Provider Services are: credentialing, appointment standards, grievances, pharmaceuticals, claims and encounters, medical records, provider network, available hours, and utilization. Deficiencies identified as a result of monitoring will be outlined to the provider requesting specific action to be taken, and a time-frame for such action. Provider Services provides technical assistance to all providers to assist them in their compliance efforts.

Provider Grievance and Appeal of Action

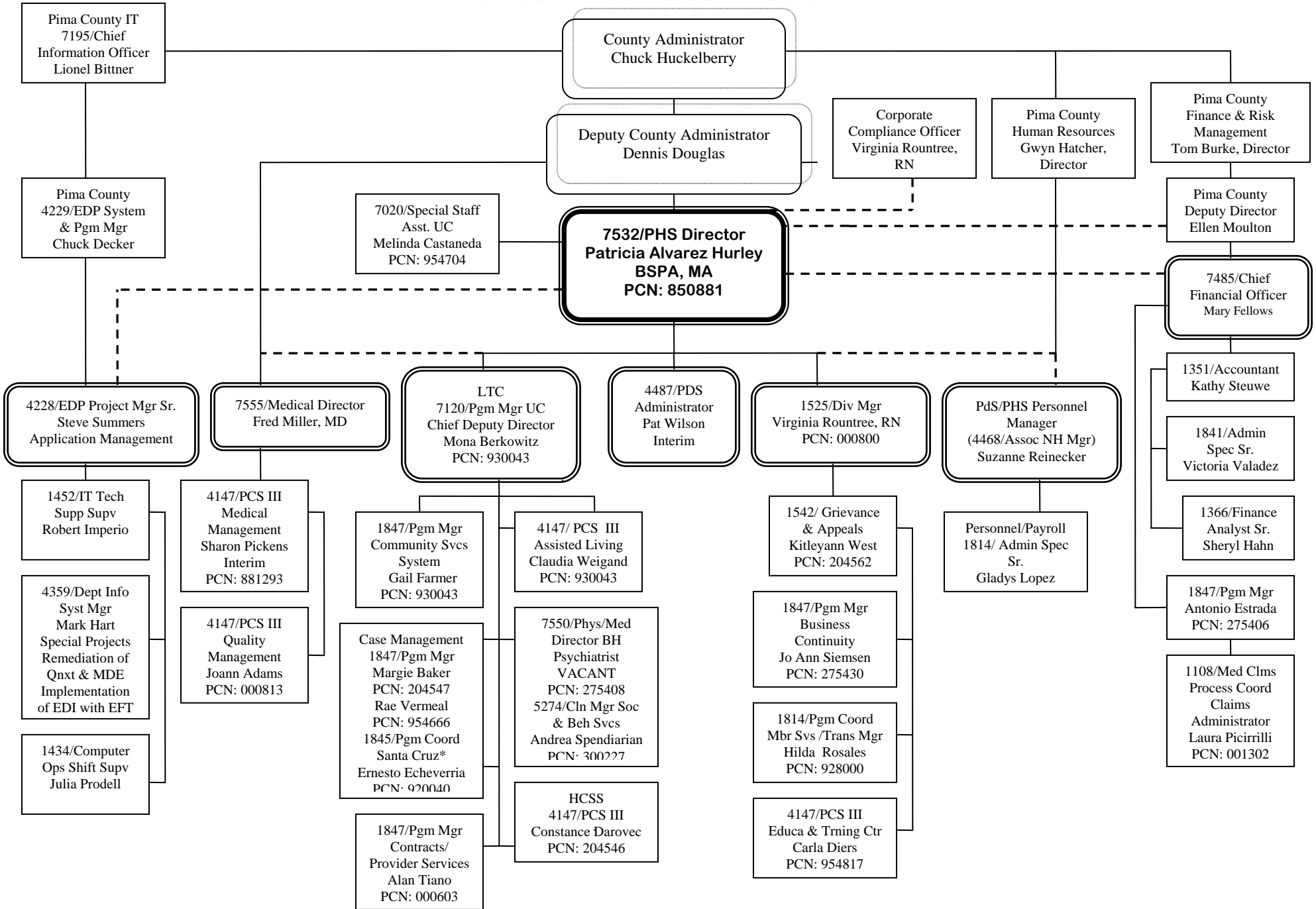
Pima Health System has established standards and procedures which according to AHCCCS rules and regulations, establishes a process for providers to file an appeal with Pima Health System, for an administrative review or a State Fair Hearing, for any issue other than a denial of a claim for payment of a service. PHS believes in the philosophy of addressing concerns on an informal basis whenever possible. You may contact Provider Services at 520-243-8500 for assistance.

If an informal process fails to resolve the issue, the provider has the right to pursue a formal grievance process. Please see the Provider Grievance and Appeal of Action Policy with in this manual, or contact PHS' Grievance Coordinator at the location noted below.

PHS Grievance Coordinator
3950 S. Country Club Rd., Suite 400
Tucson, AZ 85714
520-243-8006

For more information please contact Provider Services at (520) 243-8500.

PIMA COUNTY BOARD OF SUPERVISORS



**PIMA HEALTH SYSTEM ADMINISTRATIVE OFFICES
TELEPHONE NUMBERS**

3950 S. Country Club Rd., Suite 400
Tucson, AZ 85714

Web page - www.phs.pima.gov

The following is a list of appropriate PHS telephone, fax and pager numbers by functional area:

Pima Health System Administration Office	520-243-8002
Fax	520-243-8020
Assisted Living Facility Program	520-243-8114
Fax	520-243-8390
Behavioral Health Coordinator (Acute)	520-546-4471
Fax	520-546-3430
Behavioral Health Coordinator (ALTCS)	520-546-4465
Fax	520-546-4494
Case Management (ALTCS)	
Administration	520-243-8122
Fax	520-745-6384
Case Management (Acute)	
Administration	520-243-8221
Fax	520-745-6592
Case Management (Maternal Child Health)	
Administration	520-243-8226
Fax	520-243-8244
Claims Customer Service	520-243-8063
Fax	520-243-8453
Community Services System	520-243-8375
Fax	520-243-8390
Contracts	520-243-8346 or 243-7865
Fax	520-243-8311
Credentialing / Re-credentialing	520-243-8251
Fax	520-748-9148
Fraud & Abuse	520-243-8250
Fax	520-748-9148
Grievance / Appeals – Member & Provider	520-243-8006
Fax	520-243-8314
Medical Director	520-243-7865
Fax	520-243-8020
Member Services	520-243-8060 or 1-800-423-3801
Fax	520-790-6555
Pharmacy Management	520-243-8230
Fax	520-243-8242

Prior Authorization - after hours coverage	520-243-8062
Fax	520-745-6592
Provider Services	520-243-8500
Fax	520-243-8311
Quality Management	
QM Concerns	520-243-8250
Fax	520-748-9148
Transportation	
Mon.-Fri. 8 a.m. - 5 p.m.	520-243-8060
After Hours/Weekend On-Call Only	520-512-8062
Fax	520-790-6555
Utilization Management	
Concurrent Review Nurses	520-243-8062
Fax	520-745-6592
 PIMA HEALTH SYSTEM - NOGALES OFFICE - SANTA CRUZ COUNTY	
857 W. BELL ROAD, SUITE #5, NOGALES, AZ 85621.....	1-888-483-8700
Administration	520-377-0643
Fax	520-761-1548

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