



Liz Faber, RN
Vice President,
Quality and Compliance

Liz Faber received her Master of Science in Quality Assurance from California State University, Dominguez Hills, California and her Bachelor of Science in Nursing from Vancouver Island University, Nanaimo BC.

She has proven skills in the development and implementation of quality assurance programs.

- 2012 - 2014 Develop and implement accreditation programs for University of Arizona Cancer Center, Tucson
- 2009 - 2011 Responsible for overview and development of Quality Programs for RN and NP registrants at the College of Registered Nurses of British Columbia
- 2009 Quality Improvement Consultant for Nanaimo Regional General Hospital, Vancouver

What's Inside -

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Focus on Quality

In manufacturing, quality is defined as a measure of excellence or a state of being free from defects, deficiencies and significant variations. It is brought about by strict and consistent commitment to certain standards that achieve uniformity of a product in order to satisfy specific customer or user requirements.

Fortunately, quality is also an important measurement in the arena of healthcare. The Center for Medicare and Medicaid Services (CMS) requires regular audits of patient records to ensure that the care you are receiving is appropriate and necessary.

Arizona Priority Care has an entire department dedicated to reviewing not only all of our practices, but the delivery of care from any of our contracted providers to ensure the highest quality. This includes a constant review of the following:

- All medical records—from PCPs and specialists
- Requests for referrals
- Inpatient and outpatient hospital care
- Surgical procedures
- Claims processing



In addition, the National Committee for Quality Assurance (NCQA) a non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health-care providers and researchers. Arizona Priority Care has been delegated by NCQA as a Credential Verification Organization (CVO).

“Achieving CVO certification from NCQA demonstrates that Arizona Priority Care has the systems, process and personnel in place to thoroughly and accurately verify providers’ credentials and help health plan clients meet their accreditation goals.”

*Margaret E. O’Kane
President, NCQA*



Network Changes

Arizona Priority Care is considered a “closed network”. What this means to you is regardless of which health plan you have enrolled with, we utilize specialists and ancillary providers that are part of our contracted network whenever possible. There are instances when it is necessary to authorize services outside of our network, but each case is decided on the individual needs of the patient. Many factors go into this decision making process, such as:



- Is the non-contracted provider the only one that can render the service?
- When was the last time the patient was seen by the provider?
- Can the care be transitioned to an in-network provider without detriment to the patient?
- Is the care appropriate?

DO I NEED A REFERRAL OR AN AUTHORIZATION?

REFERRAL

When your PCP wants you to be seen by a specialist, he/she completes a “referral”. This referral covers the initial consultation by the specialist. As long as the requested specialist is within the Arizona Priority Care network, the referral is given a tracking number and that information is entered into the systems. This tracking number helps expedite the claims payment process.

AUTHORIZATION

An authorization is necessary in the following situations:

- You have been seen by a specialist and more services are required for treatment. This may be inpatient or outpatient.
- A consultation is requested by a specialist outside of the Arizona Priority Care network.



Cathy Torba, LPN,
Customer Service
Supervisor

“One of the most sincere forms of respect is actually listening to what another has to say.”

Bryant H. McGill
Author

Not sure what to do or what you need?

Contact our Customer Service Team

480.499.8750

Toll Free 855.711.2912

Now Making House Calls



Physically unable to get to your PCP?

Arizona Priority Care has developed a Physician Home Visit Program. A physician will visit you in your home. The same individual quality care that you receive in the office will be provided at home. The physician will review your care plan with you and your family members or caregivers and answer all of your questions.

Should you require follow up visits, arrangement will be made for the physician's return. Follow up visits will also be conducted by either the nurse or medical assistant, depending on your needs.

Reports will always be forwarded to your PCP after each visit.

The Team

A Physician

Evaluate your status, review your medications and address immediate needs.

Regular Nurse

Follow up visits to provide status check up.

Medical Assistant

Monitor your progress.

Social Worker

Arrange for additional community services, if needed.

"We are not here to replace your Primary Care Physician, but to augment their services."

Amish Purohit, MD
Chief Medical Officer
Arizona Priority Care

Recently discharged from the hospital?

Recognizing that an inpatient stay at the hospital can be disconcerting, Arizona Priority Care has developed a special program with a compassionate team to help you manage your health once you have been discharged from the hospital.

The goal of this program is to prevent readmission to the hospital by promoting optimal recovery and safety from the time of your discharge until you are able to visit your PCP.





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Chandler, AZ 85226

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www.azprioritycare.com

Try the new provider search feature!

Visit our website and find hidden objects.

Email back your response and we'll have a gift for you.

**How many of each item
can you find each week ?**

July 6-12

Look for



July 13-19

Look for



July 20-26

Look for



July 27-31

**Look for Dr. Purohit , Chief Medical Officer
& Dale Villani, Chief Operations Officer**

**Email your answers to
inquiry@azprioritycare.com**

**Every response will be entered
into a weekly drawing for a
\$50 Gas Card**