



## One Goal, One Priority: Your Healthcare

Dear AzPCP Providers:

**RE: Prior Authorization and Referral Process changes, Effective January 1, 2014**

As we near the end of another successful year, we would like to thank you for working with us in partnership to provide ongoing excellent care to our members. To that end, we are working towards improved communication and customer service. We are excited to advise you that we will be coordinating all referrals to specialists starting January 1<sup>st</sup>, 2014. We ask that you simply send us the referral information using the enclosed "revised" AzPCP Referral Form by fax to 480-499-8798.

We have added a few new fields to the referral form you are already familiar with to make it more convenient. With this information, we can pay incoming claims more expediently as we will then be able to match the claim number to a referral number. **Out-of-network referrals will continue to require prior authorizations.** Both of our forms have been revised and are enclosed, so please replace them.

Additionally, we have experienced a few anomalies with the timeliness of some prior authorizations and are working towards resolving this. To that end, **effective January 1<sup>st</sup>, 2014, AzPCP will only accept prior authorizations via fax. The Prior Authorization fax number is 480-499-8798.**

EZNet can still be utilized to check the prior authorization status, but will not be used for prior authorization submission. We ask that you verify your ability to fax all required documentation to us prior to this date. The most common method of communication of information from AzPCP to providers is by fax and we need to ensure that you are receiving information from us in a timely manner. If you have any issues with that capability, please contact our Director of Quality & Compliance, Liz Faber RN, at (480) 499-8737.

We are confident that these changes will help improve our customer service and thank you, in advance, for working with us to achieve this goal.

Best wishes for happy and healthy 2014!

Sincerely,

Amish Purohit, MD, MHA, CPE, FACHE  
Chief Medical Officer

Enclosures