

Claims

In order to expedite your payment, please submit claims directly to Arizona Priority Care.

[We encourage provider offices to consider submitting claims electronically.](#)

The advantages to Electronic Claims Submission are:

1. Claims are usually received within 1-2 days.
2. You are able to check receipt of claims by payer within two business days. (Reduces missing claims earlier).
3. Claims that are submitted with errors can be identified and corrected within 24 hours, rather than waiting for a payer to deny for additional information 45 days later.
4. Since claims are received electronically into the claims processing system, they are processed faster because no data entry source is required. This means claims can actually be processed 2-3 days sooner!
5. When you utilize AZ Connect or EZ-Net, you are able to check receipt as well as claim status without having to make a phone call!

Electronic Claims Submission Options:

To Enroll in Change Healthcare:

1. Call Change Healthcare (formerly Emdeon) at (866) 858-8938
2. Sign-up online at www.changehealthcare.com (**Payor ID is 27154**)

To Enroll in Office Ally (for professional claims only):

1. Call Office Ally at (866) 575-4120, then select "Enrollment"
2. Sign-up online at www.officeally.com, click on "Enroll Now", (Payor ID is AZPCP [all CAPS])

For paper claim and/or corrected claim submissions send to:

Arizona Priority Care
ATTN: Claims Department
585 N Juniper Drive, Suite 200
Chandler, AZ 85226

Payments

AZPC processes claims once a week and checks are mailed every Friday. Electronic Remittance Advices are available through our EZ-Net system. Users can sign up for access using our EZ-Net Access & User Registration Form (indicate that you would like access to AZPC's 835 file).

Provider Claims Disputes

Please contact Arizona Priority Care first when you have a question regarding claims payment, denials, etc.

If you would like to dispute the determination of a claim, please complete the Provider Dispute Resolution form located on our website at:

[Provider Dispute Resolution Request.pdf](#)

Please submit your provider dispute in writing to the address below.

Arizona Priority Care
585 N Juniper Dr., Ste. #200
Chandler, AZ 85226
ATTN: PDR Specialist

If you have questions regarding our Provider Dispute Resolution Process, please call:

Claims Provider Services
(480) 499-8700, Select 3, then Option 3
(855) 706-8388, Select 3, then Option 3

To ensure we resolve your claims issues, we will:

- Gladly accept additional documentation to get your claim paid, i.e. medical documentation, chart notes, authorization information
- Reprocess claims as appropriate
- Answer your questions when you are unsure how your claim was processed