

Update as of January 6, 2023

Arizona Priority Care (AZPC) became aware of a computer system incident on Friday December 2, 2022, and as a result, we had taken our systems offline to minimize any further impact.

We are excited to share that our prior authorization system, (AZ Connect) is back up & running and our providers can resume submission of prior authorization requests in this manner. As a reminder, for the dates of service 12/1/2022 to 12/7/2022, we assure you of the following:

1. Any services already provided in good faith to members assigned to AZPC will be considered authorized and claims will be processed as per regulatory guidelines.
2. Any services that have been requested by a provider but not yet provided by your organization due to lack of authorization will also be considered authorized, and any corresponding claims will be duly paid as per regulatory guidelines.

Any service rendered outside of the above-referenced dates of service will require an authorization for claims reimbursement purposes, unless otherwise specified.

As mentioned previously, our claims system is also back online and we are processing all claims received within the claims processing guidelines. Thank you again for your patience and understanding you exhibited last month and we look forward to a great 2023!

Please do not hesitate to contact any of our departments should you have any questions.

Department	Phone Number	Fax Number
Provider & Customer Service Department	480-499-8720, Option 1	480-499-8209
Prior Authorizations (for our delegated health plans)	480-499-8720	480-499-8798
Clinical Care Team	480-499-8700 ext. 8315	480-499-8779
Network Management	480-499-8720	480-403-8209

Thank you for being a trusted partner of Arizona Priority Care.

