

# 1 Introduction to Health Choice Generations HMO SNP

## HEALTH CHOICE ARIZONA, INC. PROVIDER MANUAL ADDENDUM

*This Provider Manual Addendum is not a replacement to the Health Choice Arizona, Inc. Provider Manual (HCA Provider Manual). All Health Choice Arizona Providers who participate in the Health Choice Generations HMO SNP (Health Choice Generations) plan are subject to the same responsibilities and rules under the Centers for Medicare and Medicaid Services (CMS). Please refer to the HCA Provider Manual for contractual requirements, processes and forms associated with Health Choice Generations.*

## INTRODUCTION TO HEALTH CHOICE GENERATIONS HMO SNP

Health Choice Generations, an affiliate of Health Choice Arizona, Inc. (HCA), has contracted with the Centers for Medicare and Medicaid Services (CMS) to be a Dual Eligible Special Needs Plan (D-SNP) under the Medicare Advantage program. Since January 1, 2006, we have served beneficiaries eligible for both Medicare and Medicaid (AHCCCS).

This addendum to the HCA Provider Manual contains basic information about the administration of Health Choice Generations. The intent of this addendum is to furnish contracted providers and their staff with information about Health Choice Generations, covered services, processes and claim submission requirements.

## HEALTH CHOICE GENERATIONS HMO SNP OVERVIEW

Health Choice Generations provides covered services to members in eight Arizona counties:

- Apache
- Coconino
- Gila
- Maricopa
- Mohave
- Navajo
- Pima
- Pinal

Our commitment is to provide quality, cost-effective healthcare to dual eligible Medicare and Medicaid members throughout the state.

## **NETWORK MANAGEMENT**

Health Choice Generations is responsible for covering services for members through a comprehensive provider network of physicians and facilities that contract with Health Choice Generations including primary care physicians, specialists, dentists, medical facilities, and ancillary service providers. The Health Choice Generations' network has been carefully developed to include those contracted healthcare professionals who meet certain criteria such as availability, location, specialty, hospital privileges, quality of care, and acceptance of Health Choice Generations managed care principles and financial considerations.

Contracted healthcare professionals are required to coordinate member care within the Health Choice Generations Provider Network. That means all referrals for Health Choice Generations Members must be directed to Health Choice Generations contracted providers. Referrals outside of the network *may* be permitted but only with prior authorization from Health Choice Generations.

Questions concerning the Health Choice Generations network should be directed to our Network Service Department, specifically to the attention of your Provider Service Representative. Within Health Choice Generations, the Network Service Department is the primary point of contact for providers who require assistance. Its Provider Service Representatives are responsible for getting providers information, fulfilling their requests, and serving as their liaison to other departments within Health Choice. If you do not know which Provider Service Representative is assigned to you, use the following Exhibit to determine the appropriate office to call in your area for assistance. Please do not hesitate to contact your Provider Service Representative whenever necessary.

See Exhibit 1.1 Network Services  
Contact Information.