



An Independent Licensee of the Blue Cross Blue Shield Association



# 2021 Health Choice Pathway Provider Manual

# Chapter 1:

## Introduction to Health Choice Pathway

Review/Revised: 01/18, 01/19, 01/20, 06/20, 01/21

### HEALTH CHOICE PATHWAY PROVIDER MANUAL ADDENDUM

*The Health Choice Pathway Provider Manual focuses on the requirements for relationships between Medicare Advantage organizations (MA organizations) and the physicians and other health care professionals and providers with whom they contract to provide services to Medicare beneficiaries enrolled in an MA plan.*

*The Health Choice Pathway Provider Manual 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 Pathway (HCP) HMO Dual-Eligible Special Needs Plan (HMO D-SNP) are subject to the same responsibilities and rules under the Centers for Medicare and Medicaid Services (CMS). This manual also contains some requirements that apply to non-contracted providers that furnish services to beneficiaries enrolled in an MA organization.*

*\*Please refer to the HCA Provider Manual for contractual requirements and processes. Additionally, forms associated with Health Choice operations may be available at [www.HealthChoiceAZ.com](http://www.HealthChoiceAZ.com) -> Provider -> Provider Manual.*

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#### 1.0 INTRODUCTION TO HEALTH CHOICE PATHWAY HMO SNP

Health Choice Pathway (HCP), 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 (HMO 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 Pathway. The intent of this addendum is to furnish contracted providers and their staff with information about Health Choice Pathway, covered services, processes and claim submission requirements.

#### 1.1 HEALTH CHOICE PATHWAY HMO D-SNP OVERVIEW

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

- Apache
- Coconino
- Gila
- Maricopa
- Mohave
- Navajo

- Pinal
- Yavapai

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

## 1.2 NETWORK MANAGEMENT

Health Choice Pathway is responsible for covering services for members through a comprehensive provider network of physicians and facilities that contract with Health Choice Pathway including primary care physicians, specialists, dentists, medical facilities, and ancillary service providers. The Health Choice Pathway 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 Pathway managed care principles and financial considerations.

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

Questions concerning the Health Choice Pathway network should be directed to our Network Service Department, specifically to the attention of your Provider Performance Representative. Within Health Choice Pathway, the Network Service Department is the primary point of contact for providers who require assistance. Its' Provider Performance Representatives are responsible for getting providers information, fulfilling their requests, and serving as their liaison to other departments within Health Choice Pathway. If you do not know which Provider Performance Service Representative is assigned to you, use the following Exhibit 1.1 to determine the appropriate office to call in your area for assistance.

Please do not hesitate to contact your Provider Performance Representative whenever necessary.

See Exhibit 1.1 Network Services  
Contact Information.

Toll-Free: 1-800-656-8991 (TTY 711)  
8 a.m. – 8 p.m., 7 days a week

[www.HealthChoicePathway.com](http://www.HealthChoicePathway.com)



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