



Merger with AZ Complete Health and Care1st

1 message

Joel Temple <jtemple@communityconnectionsaz.org>
To: Centene-WellcareMerger@azahcccs.gov

Wed, Aug 21, 2019 at 3:52 PM

Hello,

My name is Joel Temple, I am the CEO of Community Connections, LLC. We are a small provider that specializes in serving members with eating disorders in Maricopa County. We have been operating since 2010. I have provided services to people with Developmental Disabilities and Behavioral Health needs for over 35 years. I have managed large and small companies during this time and have witnessed the numerous changes that have taken place during these years.

I am unhappy to report that AZ Complete Health is hands down the most ineffective and poorest run health organization I have worked with in all these years. As a result, I am terrified to know they will be merging with Care1st. Since October 1st, 2018, AZ Complete Health has had numerous missteps with our small company and has done nothing to rectify the problems. These issues include:

- Mishandling our credentialing application resulting in us having to get credentialed a 2nd time, taking over 9 months.
- To date have not got us loaded in their system correctly, causing hundreds of denials, owing us over \$65K. No one can tell me when these claims issues will be fixed. They just submit a ticket and tell us it could take another 75 days. Unbelievable dysfunction.
- Provider Engagement Specialist not responding to my numerous requests for assistance, taking 5 to 7 days to respond to a single email, then finally resigning her position recently. All of her caseload has been transferred to another person who simply does not have the time to assist us.
- Have attempted to kick my issues up to management and have been completely ignored. Even wrote an official grievance letter listing my concerns months ago and have heard nothing.
- The prior authorization department cannot keep up with their loads. We have members of theirs in our residential program that need continued stay auths. and they are late in getting those to us. They tell us since we are so small they have not assigned a staff member to us so sometimes our paperwork sits on someone's desk.

The changes that have taken place since October 1, 2018 have been rocky to say the least. Other Health plans have also stumbled, but at least they have kept the lines of communication open. AZ Complete Health might be working with the larger organizations, but as they have demonstrated, they have no time for our company. I respectfully urge you to NOT allow this merger to go forward. AZ Complete Health has not demonstrated they can handle the load they currently have.

Sincerely,

Joel Temple, CEO

Community Connections, LLC