



Centene/WellCare Merger Feedback

1 message

Jackie Lusk <j.lusk@mypromed.us>

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To: "Centene-WellCareMerger@azahcccs.gov" <Centene-WellCareMerger@azahcccs.gov>

Cc: Jackie Lusk <j.lusk@mypromed.us>

Hello,

I thought it was important to let you know of a few issue that I have had with Centene before this merger takes place. Great thought should be put into approving this merger.

I work for a billing company in Pima County. We provide billing services for several providers in the Pima, Maricopa and Mojave Counties. In the past year, I have met several times face to face and on phone conference calls with the Provider Engagement Specialist regarding several claims, contracting, address fixes and many other issues that our providers have with Az Complete Health. Let me say again, I've been working for **A YEAR** with the Provider Engagement Specialist on several issues.

There has been very little progress on getting these issues resolved. Contracts did not merge into the Centene system correctly, we have claims that we are still trying to get paid from Cenpatico, AmBetter, AllWell and Az Complete Care, pay to addresses that we have requested by corrected were corrected and then reverted back to the previous incorrect pay to address so we have money going to incorrect addresses. When we ask for the checks to be reissued, the claims are not paid with interest due to Centene's inability to get themselves together. There is no accountability in any department in the company to effectively get issues corrected. **AGAIN**, It's been a YEAR that I've been working on some of these issues without resolution **AT ALL**.

I find this unacceptable to say the least. Centene is not providing the service to the providers or to their members that we all deserve and that was promised to State AHCCCS when the bid was granted. If Centene was not capable of taking on the AHCCCS bid for Acute care, they shouldn't have put the bid in at all. This is a disservice to the providers and members and a disgrace to State AHCCCS.

I have never had an issue with WellCare or Care1st. Even in the past we have been taken care of quite well. Our provider relations representative (Lorita Smith) is awesome and makes sure that our issues are resolved quickly if we have them.

In my opinion, this merger is a huge mistake.

Thank you,

Jackie Lusk

Senior Operations Manager

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