



Christina Quast &lt;christina.quast@azahcccs.gov&gt;

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**Comments**

1 message

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**Justin Bayless** <jbayless@baylesshealthcare.com>

Sat, Aug 24, 2019 at 10:08 AM

To: "Centene-WellCareMerger@azahcccs.gov" &lt;Centene-WellCareMerger@azahcccs.gov&gt;

To Whom it May Concern,

Our company has significant concerns with Care 1<sup>st</sup> being transitioned out of Maricopa county to AzCH. To date, we have yet to come to a new ACC contract agreement with AzCH (currently they want to discount professional outpatient psychiatry services by over 40% compared to the RBHA MMIC prior) and continue to have multiple operational issues including more recently a "system glitch" resulting in our entire panel being deleted out of their system prior to TIP attestation. Furthermore, there continue to be significant delays with credentialing, claims payments, and overall operational execution from AzCH. Our prior experience with HealthNet Access was significantly better and we have a documented grievance that has yet to be resolved on many of these issues with AzCH from April 2019.

It is also our opinion that a large publicly traded entity like Centene taking more market share will not provide the level of engagement in our community and work to increase access to care for members thus moving against the Complete Care vision for our state. Finally, we must *strongly* recommend that AHCCCS keep Scott Cummings and team in place in Maricopa County as they do not exhibit any of these significant issues/behaviors compared to AzCH.

Sincerely,

Bayless Integrated Healthcare team

**Bayless**   
Integrated Healthcare  
**Justin Bayless**  
President

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