

# Member Handbook AHCCCS Complete Care (ACC)

2021-2022





# Member *Handbook*

*A helpful guide to getting services*

**Benefit Year 2022**

*Revised October 1, 2021*

**Arizona Complete Health-Complete Care Plan**

**AHCCCS Complete Care**

**Covered services are funded under contract with AHCCCS.**

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## Helpful Information

### **ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES**

1-888-788-4408 or TTY/TDY: 711 - we are available 24 hours a day, seven days a week, 365 days a year

### **CRISIS PHONE NUMBER**

1-866-495-6735, (TTY/TDY: 711) (Southern Arizona Counties – Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz Counties)

1-602-222-9444 or 1-800-631-1314 (Central Arizona Counties – Maricopa)

1-877-756-4090 (Gila County)

### **ADDRESS**

1870 W. Rio Salado Parkway  
Tempe, AZ 85281

### **WEBSITE**

<http://azcompletehealth.com/completecure>

# Personal Information and Contact Information

My AHCCCS Member ID number

	<u>Name</u>	<u>Phone Number</u>
<b>My Primary Care Provider (PCP):</b>		
<b>Hospital:</b>		
<b>Pharmacy:</b>		
<b>Case Manager:</b>		
<b>My Psychiatrist or Nurse:</b>		

**HELP IN ANOTHER LANGUAGE AND FOR THE DISABLED: HOW CAN I GET HELP?**

The Member Handbook and Provider Directory are provided at no cost to you. If you need this handbook, provider directory, or other health information in another language or in an alternative format such as large font, audio or accessible pdf, please contact Member Services at 1-888-788-4408 or TTY/TDY 711. Or, visit us online at [azcompletehealth.com/members/medicaid.html](http://azcompletehealth.com/members/medicaid.html)

Also, if you need an interpreter please call Member Services at 1-888-788-4408, TTY/TDY 711 at least five (5) days before your medical appointment to arrange the language assistance in time for your appointments. There is no cost for the interpretation. You are not required to use family or friends to interpret for you, and in fact, we discourage this from happening. Qualified interpreters should be used for any language assistance needs.





# Discrimination is Against the Law

Arizona Complete Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Arizona Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## Arizona Complete Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages

## If you need these services, contact Member Services at:

Arizona Complete Health: 1-866-918-4450 (TTY: 711)

If you believe that Arizona Complete Health failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Chief Compliance Officer, Cheyenne Ross. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

## Submit your grievance to:

Arizona Complete Health- Chief Compliance Officer-Cheyenne Ross

1870 W. Rio Salado Parkway, Tempe, AZ 85281.

Email: [AzCHGrievanceAndAppeals@AZCompleteHealth.com](mailto:AzCHGrievanceAndAppeals@AZCompleteHealth.com)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 1-800-537-7697 (TTY).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



# La discriminación es contra la ley

Arizona Complete Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arizona Complete Health no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

## Arizona Complete Health:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como: intérpretes de lenguaje de señas calificados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como: intérpretes calificados e información por escrito en otros idiomas.

## Si necesita estos servicios, llame al Centro de Contacto con el Cliente de:

Arizona Complete Health: 1-866-918-4450 (TTY: 711)

Si considera que Arizona Complete Health no ha proporcionado estos servicios o que ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja ante el Director General de Cumplimiento (Chief Compliance Officer), Cheyenne Ross. Puede presentar la queja en persona o por correo, fax, o correo electrónico. Su queja debe estar por escrito y debe presentarla en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja se percate de lo que se cree que es discriminación.

## Presente su queja a:

Arizona Complete Health- Chief Compliance Officer-Cheyenne Ross  
1870 W. Rio Salado Parkway Tempe, AZ 85281. Fax: 1-866-388-2247  
Correo electrónico: [AzCHGrievanceAndAppeals@AZCompleteHealth.com](mailto:AzCHGrievanceAndAppeals@AZCompleteHealth.com)

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos, electrónicamente mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: 1-800-368-1019, 1-800-537-7697 (TTY).

Los formularios para presentar quejas se encuentran en <http://www.hhs.gov/ocr/office/file/index.html>

Attention: If you speak a language other than English, oral interpretation and written translation are available to you free of charge to understand the information provided. Call 1-866-918-4450 (TTY:TDD 711).

<b>Spanish</b>	Si habla español, dispone sin cargo alguno de interpretación oral y traducción escrita. Llame al 1-866-918-4450 (TTY:TDD 711).
<b>Navajo</b>	Diné k'ehjí yáníłtí'go ata' hane' ná hóló dóó naaltsoos t'áá Diné k'ehjí bee bik'e'ashchíigo nich'í' ádoólníłgo bee haz'á áldó' áko díí t'áá át'é t'áá jíík'e kót'éego nich'í' ąą'át'é. Koji' hółne' 1-866-918-4450 (TTY:TDD 711).
<b>Chinese (Mandarin)</b>	若您讲中文，我们会免费为您提供口译和笔译服务。请致电 1-866-918-4450 (TTY:TDD 711)。
<b>Chinese (Cantonese)</b>	我們為中文使用者免費提供口譯和筆譯。請致電 1-866-918-4450 (TTY:TDD 711)
<b>Vietnamese</b>	Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ thông dịch bằng lời và biên dịch văn bản miễn phí dành cho quý vị. Hãy gọi 1-866-918-4450 (TTY:TDD 711).
<b>Arabic</b>	إذا كنت تتحدث اللغة العربية، تتوفر لك ترجمة شفوية وترجمة تحريرية مجاناً اتصل بالرقم 1-866-918-4450 (TTY:TDD 711).
<b>Tagalog</b>	Kung ikaw ay nagsasalita ng Tagalog, mayroong libreng oral na interpretasyon at nakasulat na pagsasalin na maaari mong gamitin. Tumawag sa 1-866-918-4450 (TTY:TDD 711).
<b>Korean</b>	한국어를 하실 경우, 구두 통역 및 서면 번역 서비스를 무료로 제공해드릴 수 있습니다. 1-866-918-4450 (TTY:TDD 711)번으로 전화하십시오.
<b>French</b>	Si vous parlez français, vous disposez gratuitement d'une interprétation orale et d'une traduction écrite. Appelez le 1-866-918-4450 (TTY:TDD711)
<b>German</b>	Für alle, die Deutsch sprechen, stehen kostenlose Dolmetscher- und Übersetzungsservices zur Verfügung. Telefon: 1-866-918-4450 (TTY:TDD 711).
<b>Russian</b>	Если вы говорите по-русски, услуги устного и письменного перевода предоставляются вам бесплатно. Звоните по телефону 1-866-918-4450 (TTY:TDD 711).
<b>Japanese</b>	日本語を話される方は、通訳（口頭）および翻訳（筆記） を無料でご利用いただけます。 電話番号 1-866-918-4450 (TTY:TDD 711)
<b>Persian (Farsi)</b>	اگر به زبان ان رسی صحبت میکنید، ترجمه شفاهی و تکبی بدون هزینه برای شما قابل دسترسی میباشد با شمار 1-866-918-4450 (TTY:TDD 711) تماس بگیرید.
<b>Syriac</b>	ܟܘܢ ܚܘܒܒܘܢܗܘܢܐ ܠܟܘܠܗܘܢܐܢܐܘܢܐ ܠܗܘܬܘܟܘܢܐܢܐܘܢܐ ܠܗܘܬܘܟܘܢܐܢܐܘܢܐ ܠܗܘܬܘܟܘܢܐܢܐܘܢܐ ܠܗܘܬܘܟܘܢܐܢܐܘܢܐ ܠܗܘܬܘܟܘܢܐܢܐܘܢܐ 1-866-918-4450 (TTY:TDD 711)
<b>Serbo-Croatian</b>	Ako govorite srpsko hrvatski, usmeno i pismeno prevođenje vam je dostupno besplatno. Nazovite 1-866-918-4450 (TTY:TDD 711).
<b>Thai</b>	หากคุณพูดภาษาไทย เรามีบริการล่ามและแปลเอกสาร โดยไม่ มีค าใช้ ล่า ย โทรศัพท์ 1-866-918-4450 (TTY:TDD 711)

# Welcome to Arizona Complete Health-Complete Care Plan

Welcome to Arizona Complete Health-Complete Care Plan, your Arizona Complete Care plan. Thank you for placing your trust in us. We look forward to serving you.

In this handbook, we use “you” and “your” to mean “the AHCCCS member.” We use “we,” “us,” “our” and “our plan” to mean “Arizona Complete Health-Complete Care Plan.” Only the member can get the benefits talked about in this handbook. Covered services are funded under contract with Arizona Health Care Cost Containment System (AHCCCS).

## **ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES**

Our Member Services Department (Member Services) is staffed by representatives who speak several languages, including English and Spanish. Member Services also uses a telephone interpreter service for members who speak a language that is not available within the department. You can call Member Services at 1-888-788-4408, TTY/TDY 711. If you speak another language other than English or Spanish, call Member Services and we will help get an interpreter to assist with the phone call.

### **When calling Member Services, please have the following information ready:**

- Your name, your AHCCCS ID number, your date of birth, the phone number and address on file.
- You will also need a pen and paper to write down important information we will give you.

### **Some of the ways Member Services can help you:**

- Answer questions about your covered services, benefits, and co-pays
- Provide information about doctors, nurse practitioners, and physician assistants
- Provide information about programs available to members
- Help you choose or change your PCP
- Help you schedule a ride to your doctor or medical appointments
- Help you make, change or cancel your medical appointments by putting you in contact with your health care provider
- Provide you with dentist or specialist information
- Help you if you have a complaint or problem
- Help you with your rights as a member

- Help you schedule a language interpreter for your medical appointments if you cannot communicate with your doctor. **This service is provided at no cost to you.**
- Help you change your phone number and address with AHCCCS
- If you are currently being treated for conditions such as diabetes, cancer, asthma, behavioral health, HIV/AIDS, or any disability, call Member Services at 1-888-788-4408, TTY/TDY 711 immediately. We will refer you to an Integrated Care Manager to make sure you are getting the care you need.

## **INTEGRATED CARE MANAGEMENT/CARE COORDINATION**

Integrated Care Management and Care Coordination are a benefit we offer to Medicaid Enrolled members at no cost to you. Our goal is to help you be healthy through education and your own health care planning. Our nurses, behavioral health professionals and care coordinators will help you and/or a family member get the care you need, understand your medicines, help you obtain names and numbers for community resources, and work with you and your PCP and /or Health Home to get any other services you need to keep you healthy.

Maternal Child Health (MCH) Coordinator will help you with questions or problems with your pregnancy. If you need help finding a provider to take care of you during your pregnancy and delivery, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for a referral.

If you have serious healthcare needs, need HIV testing, counseling and treatment, the Care Management staff will help you find the provider you need. If you want a Care Manager, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for a referral. Your PCP and/or Behavioral Health Home can refer you to Medical Management/Care Coordination as well.

### **Nurse Advice Line**

Arizona Complete Health-Complete Care Plan has a Nurse Advice Line available 24 hours a day, 7 days a week for members.

The nurse will tell you if you should:

- Call your PCP
- Go to an urgent care center or
- Go to the emergency room.

The nurse can also tell you how to take care of yourself at home when you don't feel well and answer questions about your health.

To speak to a nurse, please call: 1-866-534-5963 TTY/TDY: 711

For life threatening emergencies always call **911**. Prior Authorization is not required for emergency services.

# Emergency Care/ Urgent Care (Afterhours Care)

For life threatening emergencies always call **911**. Prior Authorization is not required for emergency services.

## **Should I go to the Emergency Room or Urgent Care?**

Urgent care is needed when you have an injury or illness that must be treated within 24 to 72 hours. It is not life-threatening. However, you cannot wait for a PCP office visit. Urgent care is *not* emergency care.

If you have a sudden health problem that is not an emergency, call your PCP. Your PCP will let you know what to do. When the office is closed, your call may go to an answering service. Listen carefully. You may be asked to leave a message so that the PCP can call you back.

If you are unable to reach your PCP, you can be seen at an urgent care center. You do not need an appointment to be seen at an urgent care center. You must use an urgent care center that is part of the Arizona Complete Health-Complete Care Plan network. For a list of urgent care centers near you visit [azcompletehealth.com/completecare](http://azcompletehealth.com/completecare).

## **Urgent Care (Afterhours Care)**

An urgent care center is a great place to get help because they usually have extended hours (afterhours), doctors to treat common problems, and can see you quickly (usually in less than an hour). Urgent care centers can help you with problems such as ear infections, sore throats, urinary tract infections, minor cuts and burns, sprains, and other common health issues. Urgent care can be used for problems your doctor would normally help you with. Please call Member Services at 1-888-788-4408, TTY/TDY: 711 and they can help you find an urgent care center near you.

## Telehealth Services

Telehealth services help provide necessary care when you are unable to go to the doctor in person. Please check with your provider on your provider's telehealth options. Members may call Teladoc 24 hours per day, 7 days per week and be connected with a healthcare provider in minutes. Teladoc can treat a number of different problems such as colds, flu, fevers, rash and skin conditions, sinuses and allergies, and respiratory infections. They also can prescribe medicines to treat those problems. You can call Teladoc at 1-800-835-2362.

# Mobile Urgent Care

Arizona Complete Health-Complete Care Plan has partnered up with DispatchHealth to deliver healthcare to you when you're sick or injured. This healthcare delivery service is in network for Arizona Complete Health-Complete Care Plan members in some areas. The next time you have an urgent illness or injury that doesn't require a trip to the emergency room, you can stay put and give DispatchHealth a call. They deliver many of the tools and technologies found in an ER, allowing the medical team to perform a variety of advanced tests and treatments, ranging from blood tests, a 12 lead EKG, IV fluids and more. Each medical team consists of either a physician assistant or nurse practitioner and a medical technician, along with an ER physician that is available by phone. In fact, these are the same providers that you would see in your local emergency room.

DispatchHealth is available from 8 a.m. to 10 p.m., seven days a week, 365 days a year including holidays. To request care, in Tucson call (520) 479-2552 and in Phoenix call (602) 661-9366.

For emergencies, including but not limited to, chest pain, signs of a stroke, allergic reactions or severe injuries, call 911.

Examples of <b>Emergency Room Symptoms</b>	Examples of <b>Urgent Care Symptoms</b>
Extreme Shortness of Breath	Vomiting for more than 6 hours (if young child, call PCP)
Fainting	Diarrhea for more than 6 hours (if young child, call PCP)
Overdose / Poisoning	Sprained ankle
Chest Pains	Minor burns and rashes
Uncontrolled Bleeding	A minor allergic reaction
Seizures	Flu, sore throat with fever, earaches

## Emergency Room

Emergency rooms are for the treatment of emergency medical conditions, such as broken bones, severe pain, possible medicine overdose or poisoning, unconsciousness, uncontrolled bleeding, seizures, chest pains or difficulty breathing.

If you need to see a doctor right away, contact your doctor for advice or to make an appointment. If your doctor is unable to see you, or the office is not open, please consider

going to the closest urgent care center. Please call Member Services at 1-888-788-4408, TTY/TDY: 711 and they can help you find an urgent care center near you.

## How to access Behavioral Health Crisis Services

If you are afraid that you or someone you know might hurt themselves or someone else, call 911 right away. Prior Authorization is not required for emergency services.

If you are having a behavioral health problem, a mental health crisis, and/or suicidal thoughts you are not alone. Many people have similar struggles. There are resources available to help. During a crisis, you might feel like things will never change. Contacting a behavioral health crisis line is a good way to begin getting help.

If you are experiencing a behavioral health crisis, call the Crisis Line at:

1-866-495-6735, (TTY/TDY 711) (Southern Arizona Counties – Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma Counties and the San Carlos Apache Reservation)

1-602-222-9444 or 1-800-631-1314 (Central Arizona Counties – Maricopa)

1-877-756-4090 (Northern Arizona Counties including Gila)

1-844-423-8759 (Tohono O’odham Nation)

1-800-259-3449 (Gila River and Ak-Chin Indian Communities)

1-855-331-6432 (Salt River Pima Maricopa Indian Community)

The Crisis Line offers immediate and confidential help 24 hours a day, 7 days a week, 365 days a year to anyone experiencing a behavioral health crisis, regardless of insurance coverage.

### **CRISIS SERVICES AVAILABLE TO YOU**

You are able to get crisis services even if you are not Title XIX /XXI eligible (i.e., not eligible for AHCCCS/not on Medicaid), or determined to have a Serious Mental Illness. Crisis services available to you include:

- Crisis Intervention phone services, including a toll free number, available 24 hours per day, 7 days a week;
- Mobile Crisis Intervention services, available 24 hours per day, 7 days a week;



- 23-hour crisis observation/stabilization services, including detoxification services, and as funding allows, up to 72 hours of additional crisis stabilization; and
- Substance abuse-related crisis services, including follow-up services for stabilization.

## How to Access Emergency Services While Out of the Service Area

You may need emergency services while you are away from home and out of the Arizona Complete Health-Complete Care Plan service area. This is called “out of area care.” Arizona Complete Health-Complete Care Plan. You have a right to use any hospital or other setting for emergency care. If you need out of area emergency care:

- Go to any hospital or crisis center and ask for help;
- Ask the hospital or crisis center to call 1-888-788-4408, TTY/TDY 711.
- The hospital or crisis center will contact Arizona Complete Health-Complete Care Plan for approval of services.
- For life threatening emergencies always call **911**.

**If you experience an emergency, emergency services are available to you at any hospital or other emergency room facility (in or out of network). Emergency services do not require prior authorization.**

You can choose any hospital or other setting for emergency care. However, there are certain emergency settings such as urgent care, Nurse Advice Line or Telehealth services within the Arizona Complete Health-Complete Care Plan network that may be easier for you to use.

## How to Find Substance Use Disorder Services and Opioid Information

Arizona Complete Health-Complete Care Plan members can get substance use treatment services at no cost. If you have questions about substance use/opioid treatment and want to access treatment services, you can contact your Primary Care Provider, or our Member Services can assist you. Call 1-888-788-4408, TTY/TDY: 711

Funding is available through state and federal grants for treating Opioid Use Disorder for uninsured and underinsured citizens of Arizona. More information about these programs is available on our website or by calling Member Services at 1-888-788-4408, TTY/TDY: 711.

AzCH-CCP has grants to help with substance use disorder and opioid use. These grants can provide some treatment and support for a short time. These grants include the State Substance Use Disorder Services (SUDS) program, State Opioid Response (SOR), the State Opioid Response II (SOR II), The State Pilot Grant Program for Treatment for Pregnant and Postpartum Women (PPW-PLT), and the Arizona Emergency COVID-19 Project; COVID19 Emergency Response for Suicide Prevention Grant

Some examples of services funded by these state grants are:

- Opioid Use Disorder grants for uninsured and underinsured people;
- Outreach and prevention activities;
- Helping people with going back into the community after leaving jail or prison; and/or
- Training (schools, health plans and other places).

## Ensuring Culturally Competent Care

We value you. We understand that there are many diverse cultural and ethnic backgrounds of people in Arizona. We know that your health is affected by your beliefs, culture, and values.

We want to help you keep and maintain good health and good relationships with doctors and other providers who understand your needs. If you feel that there is a problem, please contact us. We will help you find a provider who will better understand your personal needs.

Call us and let us know if we have overlooked anything that is important to you. We want to help. We want you to be comfortable with our services. If you would like to share cultural information that you feel is important to your health care, or select a provider based on convenience, location, disability accommodations, languages spoken, or cultural preference, please call Member Services at 1-888-788-4408, (TTY/TDY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-788-4408, (TTY/TDY 711).

## **PRINTED INFORMATION FOR MEMBERS**

If you need any written member materials translated, or materials in alternate formats including large print or Braille at no cost to you, please contact your provider or Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 or TTY/TDY: 711 or visit our website <http://azcompletehealth.com/completecure> to receive your materials in an alternative format.

## **INTERPRETATION SERVICES**

We provide language assistance, including Sign Language interpreters, at no cost to you. We can also help you find a provider that speaks your language. If you cannot communicate with your provider because of a language barrier, we can schedule an interpreter to help with your appointment; please contact Member Services at 1-888-788-4408, (TTY/TDY 711).

## **SIGN LANGUAGE INTERPRETERS AND AUXILIARY AIDS**

If you are deaf or hard of hearing, you may ask that your provider provide auxiliary aids or schedule a Sign Language Interpreter to meet your needs. Your provider has to provide these services to you at no cost.

Auxiliary aids include computer-aided transcriptions, written materials, assistive listening devices, or systems, closed and open captioning, and other effective methods of making aurally delivered materials available to individuals with hearing loss.

Sign Language Interpreters are skilled professionals certified to provide interpretation, usually in American Sign Language, to the deaf or hard of hearing. If you or your provider needs to find a listing of sign language interpreters and for the laws regarding the profession of interpreters in the State of Arizona, please visit the Arizona Commission for the Deaf and the Hard of Hearing at [www.acdhh.org](http://www.acdhh.org) or call (602) 542-3323 (V); (602) 364-0990 (TTY); 800-352-8161 (V/TTY); (480) 559-9441 (Video Phone).

## **WHAT LANGUAGES DO PROVIDERS SPEAK?**

A listing of all available providers, their locations, telephone numbers, and languages spoken can be found online at [azcompletehealth.com/completecure](http://azcompletehealth.com/completecure). If you would like to select a provider based on convenience, location, disability accommodations, languages spoken or cultural preference, please call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711.

## **ASSISTANCE IN ANOTHER LANGUAGE AND FOR INDIVIDUALS WITH DISABILITIES: HOW CAN I GET HELP?**

If you have a physical disability, network provider offices should accommodate you. You can call Member Services to find a provider who can meet your needs at 1-888-788-4408 (TTY/TDY:

711, or search for a provider online with our Find a Provider tool at [azcompletehealth.com/completecare](https://azcompletehealth.com/completecare)

### **OUR MEMBER SERVICES TEAM IS HERE TO HELP**

Arizona Complete Health-Complete Care Plan will help you choose a provider from within the provider network. If you would like to select a provider based on convenience, location, disability accommodations, or cultural preference, please call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711. Also, if you have acute or complex medical or behavioral health needs, need HIV testing, counseling and treatment, the Care Management staff will help you navigate the provider network. If you want a Care Manager, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for a referral. Your PCP and/or Behavioral Health Home can refer you to Medical Management/Care Coordination as well. You will need to contact the provider to make, change, or cancel your appointments. You may also contact Arizona Complete Health-Complete Care Plan if you would like assistance with making, changing, or canceling your appointments.

If you are not happy with your current provider, contact Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711 to discuss other available options.

## If You Visit A Provider Not In Our Network

You are required to access services through Arizona Complete Health-Complete Care Plan contracted network providers. You can find an Arizona Complete Health-Complete Care Plan contracted provider by visiting our website at [azcompletehealth.com/completecare](https://azcompletehealth.com/completecare) and clicking on the Find a Provider link or you may call our Member Services Line at 1-888-788-4408, TTY/TDY: 711 for assistance. If you visit a provider not in our network, the services you receive may not be covered and you may be responsible for paying out-of-pocket for these services. Exceptions to this requirement include Emergency Services and out-of-network single-case agreements approved and authorized by Arizona Complete Health-Complete Care Plan Utilization Management department. You are entitled to receive emergency services from the nearest emergency center at no cost to you even if that Center not is contracted with Arizona Complete Health-Complete Care Plan or not. This includes out-of-state Emergency Centers when traveling out-of-state. If you do not find a provider contracted with Arizona Complete Health-Complete Care Plan that can meet your healthcare needs, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for assistance. If Arizona Complete Health-Complete Care Plan

is unable to locate an in-network provider to meet your healthcare needs, our team will enter into a special agreement with an out-of-network provider for you.

## How To Get A Printed Provider Directory

The Arizona Complete Health-Complete Care Plan provider directory is available at no cost to you. For a copy, please call Member Services at 1-888-788-4408, TTY/TDY: 711 or you can view a printable copy on our website: [azcompletehealth.com/completecure](http://azcompletehealth.com/completecure)

## Where We Serve

Arizona Complete Health-Complete Care Plan serves members in the following counties:

<b>Geographic Service Area (GSA)/Counties</b>	<b>Description of Services</b>
Central GSA - Gila County Maricopa County Pinal County	Primary Care Provider (PCP) OB/GYNS Hospitals Pharmacy Specialist Behavioral Health Dental Vision Federal Qualified Health Centers (FQHCs) Skilled Nursing Facilities (SNFs) Non-Emergent Transportation Ancillary Services
South GSA – Cochise County Graham County Greenlee County LaPaz County Pima County Santa Cruz County Yuma County San Carlos Tribal	Primary Care Provider (PCP) OB/GYNS Hospitals Pharmacy Specialist Behavioral Health Dental Vision Federal Qualified Health Centers (FQHCs) Skilled Nursing Facilities (SNFs) Non-Emergent Transportation Ancillary Services

Arizona Complete Health-Complete Care Plan is a Managed Care Plan. A Managed Care Plan is a health plan that provides care to its members through a select group of doctors, hospitals, and pharmacies. You and your Primary Care Physician (PCP) play an important role in your managed care plan. Your PCP is the coordinator of your care and helps decide what services you need and help you to arrange most of your healthcare needs. It is your responsibility to see your PCP and/or your Behavioral Health Home and talk with them about your health.

**SOMETIMES YOUR PCP WILL NEED TO ASK ARIZONA COMPLETE HEALTH-COMPLETE CARE PLAN TO APPROVE YOUR TREATMENTS OR VISITS TO ANOTHER PROVIDER BEFORE YOU RECEIVE SERVICES. MAKE SURE THE PROVIDER KNOWS THAT YOU ARE A ARIZONA COMPLETE HEALTH-COMPLETE CARE PLAN MEMBER. REMEMBER TO BRING YOUR ID CARD TO YOUR APPOINTMENT.**

#### **YOUR MEMBER ID CARD**

If you have an Arizona driver's license or state issued ID, AHCCCS will obtain your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). The AHCCCS eligibility verification screen that providers see contains your picture (if available) and details on your coverage.

Only you are allowed to use your Arizona Complete Health-Complete Care Plan ID card for services. Never lend, sell, or allow someone to use your card. This is against the law, and you might lose your AHCCCS eligibility. Legal action may also be taken against you.

It is your responsibility to protect your ID card. **Remember:** any misuse of the card, including loaning, selling or giving it to others could result in loss of your eligibility and/or legal action. **It is very important that you keep your ID card in a safe place and do not throw it away.**

## Member Responsibilities

As an Arizona Complete Health-Complete Care Plan member, you can contribute to your health.

As a member you have the responsibility to:

- Provide, to the extent possible, information needed by professional staff to care for you
- Follow instructions and guidelines given by those providing health care
- Know the name of your assigned PCP (Primary Care Provider)
- Schedule appointments during office hours whenever possible instead of using urgent care facilities or emergency rooms
- Keep your appointments and arrive on time
- Notify the provider in advance when it is not possible to keep an appointment
- Bring immunization records to every appointment for children ages 18 and younger

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Website: [azcompletehealth.com/completecare](http://azcompletehealth.com/completecare)

- Share Information
  - If you do not understand your health condition or treatment plan, ask your doctor to explain
  - Give your doctors, providers and care manager all the facts about your health problems, past illnesses, hospital stays, all medications, shots and other health concerns.
- Participate in Recovery
  - Know the name of your doctors and/or your care manager
  - Participate in creating your Service Plan
  - Follow the instructions that you and your doctors have agreed on, including the instructions of nurses and other health care professionals

## **WHAT TO DO WHEN YOUR FAMILY SIZE CHANGES OR YOUR MEMBER INFORMATION CHANGES**

Each new person in your family must be made eligible for AHCCCS. You must call the office that made you eligible for AHCCCS to add a new member or if any family member leaves and your family becomes smaller.

- DES <https://www.healthearizonaplus.gov> or 1(855)HEA-PLUS (1-855-432-7587)
- KidsCare <https://www.healthearizonaplus.gov> or 1(855)HEA-PLUS (1-855-432-7587)
- SSI Medical Assistance Only 602-417-5010/1-800-528-0142 Outside Maricopa County
- Social Security Administration <https://www.ssa.gov/> (1-800-772-1213)
- [ALTCS Local Offices](#) or 1-888-621-6880

**Please remember it is important to report a new baby immediately after the birth so that your baby will be eligible for services.**

If any of your information changes, such as your phone number or address, or if you have any questions, please call Member Services at 1-888-788-4408, TTY/TDY: 711 so we can assist you with making those changes.

### **IF YOU MOVE, YOU MUST TELL US!**

As a member of our plan, your service area is southern and central Arizona. If you move out of the United States, the state of Arizona, or out of southern or central Arizona, your current plan will no longer be valid. Before you move, call Member Services at 1-888-788-4408, TTY/TDY: 711 to update your address. We can often update your address with the AHCCCS eligibility office.

No services are covered outside the United States.



As a member of our health plan, if you become sick in another state, Arizona Complete Health-Complete Care Plan will only pay for emergency services. A list of these services can be found in the section called “What is Covered?”. If you have an emergency while away, go to the closest emergency room.

Show your Arizona Complete Health- Complete Care Plan member card to the hospital. Ask the hospital to bill Arizona Complete Health-Complete Care Plan.

Follow-up and routine care that is not related to an emergency is not covered while you are away. This includes prescriptions. You should get follow-up care from your PCP. Arizona Complete Health-Complete Care Plan may approve health care services that are only available away from where you live. If this happens, we may pay for your transportation, lodging and food costs. Arizona Complete Health-Complete Care Plan will only pay for these services if they are approved by Arizona Complete Health-Complete Care Plan. Please call Member Services before your trip so we can help make arrangements- 1-888-788-4408, TTY/TDY: 711.

**You could lose your care with AHCCCS if you do not tell them you are moving.**

Other places you should notify include:

- Your PCP
- The Supplemental Security Income (SSI) office, if you are receiving SSI benefits
- Department of Economic Security (DES), if you receive TANF, food stamps
- For KidsCare (Title XXI) members, please call AHCCCS at 1-602-417-5437 or the toll-free statewide number, 1-877-764-5437.

Call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711 if you have questions about your enrollment or call AHCCCS at 1-800-654-8713 or 1-602-417-4000.

## How Can I Change My Plan?

If you are a member that is eligible for Medicaid and has not been determined to have a Serious Mental Illness, the box below tells you how you can change your health plan.

**CHANGING YOUR PLAN IF YOU ARE A MEDICAID ELIGIBLE MEMBER THAT HAS NOT BEEN DESIGNATED TO BE SERIOUSLY MENTALLY ILL (SMI):**

**Annual Enrollment Choice (AEC)**

You may change your health plan on your AHCCCS enrollment anniversary date each year. AHCCCS will send you information 60 days before your anniversary date. The information will tell you how to change your health plan.

**Health Plan Changes**

There are certain reasons why you may change your health plan outside of your AEC period. Please call AHCCCS if you need to change your plan for the following reasons:

You were not given a choice of health plans.

You did not get your AEC letter from AHCCCS.

You got your AEC letter but were not able to take part in your AEC due to things that were out of your control.

Your family members have another health plan.

You are a member of a special group and need to have the same health plan as the special group.

You lost your AHCCCS insurance and came back on AHCCCS within 90 days and were not put back on the health plan you had before.

Newborns are assigned to the mother's plan. You have 90 days to ask AHCCCS to change your newborn's health plan.

You moved to a county where our health plan is not provided.

**Call AHCCCS at 1-855-432-7587 or 602-417-4000.**

**Health Plan Changes for Medical or Care Concerns**

You may be able to change your Health Plan for medical, health reasons or continuity of care. If our doctors cannot give you the care you need we will review your request. We will tell you if you can change your plan. Arizona Complete Health-Complete Care Plan will also check to see if your concern is due to a quality of care or delivery of care issue. We will work to address your concerns.

Please call Member Services at 1-888-788-4408, TTY/TDY: 711 if you need to change your health plan for any of the above reasons. Ask to speak to the Appeals and Grievance

Department. Or you may write to us at:

Arizona Complete Health-Complete Care Plan

Attn: Appeals & Grievances Department

1870 W. Rio Salado Parkway

Tempe, AZ 85281

## Family Voice & Decision Making

Our healthcare providers are expected to include responsible family members and other authorized individuals as decision-makers in the treatment planning process. It is important that responsible family members and other authorized individuals attend as many discussions

as possible regarding treatment planning for your child. That way, as the decision-maker, you will be able to make the most informed decisions regarding health care for your child. If you feel your voice is not being heard please contact our Advocacy Team at [AzCHAdvocates@azcompletehealth.com](mailto:AzCHAdvocates@azcompletehealth.com) or call Member Services at 1-888-788-4408 or TTY/TDY: 711 and request to speak with one of the Advocates Team.

## Transition of Care Policy

We want to help you if you are moving and you have a new AHCCCS plan. We can help transition your care to your new health plan and providers.

Arizona Complete Health-Complete Care Plan will help with coordination of care for all of our members during transitions of care. Examples of these transitions include transitions between Arizona Complete Health-Complete Care Plan and other Managed Care Organizations, changes in service areas and health care providers. We also help members coordinate care for transitions from Arizona Complete Health-Complete Care Plan to Fee for Service or from Fee for Service to Arizona Complete Health-Complete Care Plan. Certain members may require additional help during a period of transition. If you have questions about coordination of care when making changes, please call Member Services at 1-888-788-4408 or TTY/TDY: 711.

Arizona Complete Health-Complete Care Plan shall receive information from your past health plan or will contact your new health plan to assist with coordination of your care to ensure your care will continue without disruption. If you have concerns regarding a potential transition of your care, please contact Member Services at 1-888-788-4408 or TTY/TDY: 711.

## How Do I Use The Emergency Room Appropriately?

**If your life is in immediate danger, call 911.** If you need to see a doctor right away, contact your PCP for advice or to make an appointment. If your doctor is unable to see you, or the office is not open, please consider going to the closest urgent care center. Please call Member Services at 1-888-788-4408, TTY/TDY: 711 and they can help you find an urgent care center near you.

### **Should I go to the Emergency Room or Urgent Care?**

In an emergency you may go to or use any emergency room (in or out of network) to get your emergency care. When you get care, show your ID card and tell them that you are an Arizona Complete Health-Complete Care Plan member. You do not need a referral from your doctor or

prior authorization from the plan. Call your PCP or the Arizona Complete Health-Complete Care Plan Nurse Advice Line at 1-866-534-5963 (TTY 711) if you are not sure if it is an emergency. If you have a problem that needs to be seen urgently but is not life-threatening, you may be able to be seen at an Urgent Care Center or at your doctor’s office. Some examples of the difference between an emergency and something you might need to be seen urgently are listed below.

Examples of <b>Emergency Room Symptoms</b>	Examples of <b>Urgent Care Symptoms</b>
Extreme Shortness of Breath	Vomiting for more than 6 hours (if young child, call PCP)
Fainting	Diarrhea for more than 6 hours (if young child, call PCP)
Overdose / Poisoning	Sprained ankle
Chest Pains	Minor burns and rashes
Uncontrolled Bleeding	A minor allergic reaction
Seizures	Flu, sore throat with fever, earaches

**WHAT TO DO IN CASE OF AN EMERGENCY**

Medical emergencies are sudden conditions, which are life or death situations. They may lead to disability or death if not treated as soon as possible. **No Prior Authorization is necessary for emergency care.**

**If you feel your symptom is an emergency, call 911 or go to the nearest Emergency Department.** As a member of our plan, you have the right to seek Emergency Service at any hospital or other Emergency Room facility (in or out of network). Please tell the Emergency Department staff that you are an Arizona Complete Health-Complete Care Plan member and show your ID card. If you are unable to do this, have a family member or friend tell the Emergency Department staff that you are a member of our plan.

**What if you need Emergency Care out of our service area?**

Our plan will pay for emergency care while you are out of the county or state. If you need emergency care, show your Arizona Complete Health-Complete Care Plan ID card so the doctors can notify us.

# Transportation: How Do I Get Rides to Medical Appointments?

## **EMERGENCY TRANSPORTATION**

Your condition is a medical emergency when your life, body parts or bodily functions are at risk of damage or loss unless immediate care is received. Emergency transportation is a covered benefit.

**In cases of emergency (in a life-threatening situation) call 911.**

Some examples of **Emergency Symptoms** include extreme shortness of breath, fainting, poisoning, chest pains, uncontrolled bleeding, and seizures.

Prior Authorization is not required for emergency services, including emergency transportation.

## **NON-EMERGENCY TRANSPORTATION**

Members can get rides to doctor appointments in several ways. The easiest way is to find a ride with a family member or a friend. If family is unavailable, and you have a Behavioral Health Home, your Behavioral Health Home is required to assist you with transportation. If you don't have a Behavioral Health Home or your Behavioral Health Home is unable to meet your transportation needs, please contact Member Services at 1-888-788-4408, TTY/TDY: 711. We will arrange for transportation for medical appointments. Please contact us three (3) days before the appointment.

You can call Member Services at 1-888-788-4408, TTY/TDY: 711 on weekends and holidays, for transportation to urgent care centers when you are sick.

Always remember to dial 911 in a true medical emergency.

**If you call to get a ride to a medical appointment, please be ready to tell the representative the following:**

- Your name, AHCCCS ID number, date of birth, address, phone number (for verification purposes).
- The date, time and address of your medical visit.
- If you need a ride one way or a round trip.
- Your travel needs (wheelchair, stretcher or other).
- Any special needs (oxygen, IVs, someone who needs to travel with you, an extra-wide or electric wheelchair, a high-top vehicle, etc.).
- Children under the age of 5 require a car seat. Children ages 5 through 7 and shorter than

4'9" require a booster. You must provide a car seat for your child for the trip.

### **WHEELCHAIR OR STRETCHER**

If you need a wheelchair or a stretcher for your ride to a routine doctor's visit, patient transport services vans can take you there and bring you back. You must call Member Services at 1-888-788-4408, TTY/TDY: 711 to set up these rides at least three (3) to four (4) working days before your appointment date.

### **CANCELING RIDES TO YOUR APPOINTMENTS**

If you cancel your doctor or dentist visit, you must also call Member Services to cancel your ride to your visit. Please call us at 1-888-788-4408 or TTY/TDY: 711.

## What is Covered?

What Kind of Health Care Can I Get from Arizona Complete Health-Complete Care Plan (AzCH-CCP)?  
In order for you to get health care service through our plan, the service must be both:

- A Covered Benefit based on your coverage with AHCCCS, and
- Medically Necessary.

A "Covered Benefit" means that you can get this service through AHCCCS and Arizona Complete Health-Complete Care Plan. "Medically Necessary" means that a covered service is provided by a physician or other licensed practitioner of the healing arts within the scope of practice under state law to prevent disease, disability or other adverse health conditions or their progression, or prolong life.

Arizona Complete Health-Complete Care Plan covers members from many groups. Please see below to see what services are covered for you.

### **MEDICAID ELIGIBLE MEMBERS WITH INTEGRATED PHYSICAL HEALTH AND BEHAVIORAL HEALTH BENEFITS ADMINISTERED BY ARIZONA COMPLETE HEALTH-COMPLETE CARE PLAN**

If you are a Medicaid enrolled adult or child and enrolled in the Arizona Complete Health-Complete Care Plan, you are eligible to receive both your physical health and behavioral health care through Arizona Complete Health-Complete Care Plan.

### **MEDICAID/MEDICARE DUAL ELIGIBLE MEMBERS**

If you are a "dual eligible" member (Medicare and Medicaid enrolled), it means that you have additional benefits that may not be covered under AHCCCS. It is important that you let us know

of your other coverage as soon as you are aware. When we know about your other insurance, it helps us coordinate the care you receive with the other plan. If you have Medicare coverage and you see a doctor that is not in our network, the charges may not be covered. If you choose to do that without our approval, we may not pay for those services because they were done by a doctor that is not on our plan. It is important that you work with your PCP and/or Health Home/behavioral health provider to be referred to the right doctors. (This requirement does not include emergency services. You do not need approval to receive emergency services.) We will not cover copays or deductibles for services provided outside of the Arizona Complete Health-Complete Care Plan contracted Network without Prior Authorization.

### **GRANT FUNDED PROGRAMS FOR UNINSURED AND UNDERINSURED ARIZONA CITIZENS**

If you live in Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, or Yuma Counties, and are experiencing a Substance Use Disorder (SUD) or Opioid Use Disorder (OUD), you very well may be eligible for SUD treatment services through Arizona Complete Health-Complete Care Plan. Call our Member Services at 1-888-788-4408, TTY/TDY: 711 for more information and clarification about coverage.

## Medicaid Covered Physical Health Services

The following services are available to Medicaid enrolled members. Call Member Services at 1-888-788-4408, TTY/TDY: 711 or talk to your PCP and/or Health Home for more information about these services.

- Ambulance for emergency care
- Audiology services to evaluate hearing loss on both outpatient and inpatient basis
- Care while you are pregnant
- Case management
- Checkups for children\*, pregnant individuals, and Qualified Medicare Beneficiary (QMB)
- Children's services including routine dental care
- Chiropractic services are covered services for QMB Dual eligible members regardless of age, if Medicare approved.
- Emergency medical and surgical services related to dental (oral) care
- Adult emergency dental benefits up to \$1,000 per contract year (Oct 1- Sept 30) when provided by a licensed physician or dentist. Adult emergency dental covers medically necessary emergency dental care and extractions who have an acute disorder of oral health resulting in severe pain and/or infection as a result of trauma or other acute conditions.



Exception to the \$1000 emergency dental benefit is for members undergoing organ or tissue transplantation or having cancer of the jaw, neck or head, please call your care manager to assist with care coordination.

- Dialysis
- Disease Management
- Emergency or Urgent Care medical treatment
- Eyeglasses or contacts for children, or adults only after cataracts are removed
- Family planning / birth control
- Foot and ankle care services for adults, including wound care, treatment of pressure ulcers, fracture care, reconstructive surgeries, and limited bunionectomy services.
- Health care services including screenings, diagnosis and medically necessary treatments
- Home and Community Based Services (HCBS)
- Hospital care
  - Blood and blood plasma
  - Intensive care
  - Laboratory, x-ray and imaging services
  - Medicines
  - Nursing care
  - Operating room and hospital care
  - Services of doctors, surgeons, specialists
- Speech Therapy is covered for all members receiving inpatient hospital (or nursing facility services). Outpatient speech therapy is only covered for members under age 21 and qualified Medicare beneficiaries.
- Outpatient physical therapy and occupational therapy to restore a level of function and/or maintain function is limited to 30 visits per contract year for members 21 years of age and older and unlimited for members under age 21 and qualified Medicare Beneficiaries. Medicare beneficiaries should call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711 for benefit care coordination.
- Insulin Pumps
- Lab work and x-rays
- Medical foods for members diagnosed with one of the following inherited metabolic conditions:
  - Phenylketonuria (LCHAD)
  - Homocystinuria
  - Maple Syrup Urine Disease
  - Galactosemia (requires soy formula)
  - Beta Keto-Thiolase Deficiency
  - Citrullinemia
  - Very long chain acyl-CoA Dehydrogenase deficiency (VLCAD)
  - Long Chain acyl-CoA dehydrogenase deficiency
  - Glutaric Acidemia Type I
  - 3 Methylcrotonyl CoA Carboxylase Deficiency
  - Isovaleric Acidemia
  - Methylmalonic Acidemia
  - Propionic Acidemia
  - Arginosuccinic Acidemia
  - Tyrosinemia Type I
  - HMG CoA Lyase Deficiency
  - Cobalamin A, B, C Deficiencies

- Medical tests
- Medically needed podiatry services. AHCCCS covers medically necessary podiatry services that are performed by a licensed podiatrist and ordered by a primary care provider or primary care practitioner.
- Medicine from the approved Arizona Complete Health-Complete Care Plan Drug List (Drug List)
- Nursing facility
- PCP office visits for children\*, QMB, or when an adult has a symptom or sickness
- Pregnancy termination (including Mifepristone [Mifeprex or RU-486])
- Post stabilization services
- Respiratory therapy
- Rides to health care visits
- Supplies and equipment, including Drug List diabetic testing equipment and supplies
- Well-child checkups including dental, hearing, shots and vision care\*

## **DISEASE MANAGEMENT**

Disease Management is a service offered at no cost to members who are receiving their health care through our integrated plan. If you have a health problem such as anxiety, chronic pain, diabetes, asthma, Chronic Obstructive Pulmonary Disease (COPD), heart failure or coronary artery disease, our Care Managers are here to help you. Please call Member Services at 1-888-788-4408, TTY/TDY: 711 if you want to be referred for disease management assistance or for more information.

## **ORTHOTICS CARE**

Orthotic devices for members under the age of 21 are provided when prescribed by the member's Primary Care Provider, attending physician, or practitioner.

Arizona Complete Health-Complete Care Plan covers orthotic devices for **members who are 21 years of age and older** when:

- The orthotic is medically necessary as the preferred treatment based on Medicare Guidelines AND
- The orthotic costs less than all other treatments and surgery procedures to treat the same condition AND
- The orthotic is ordered by a Physician (doctor) or Primary Care Practitioner (nurse practitioner or physician assistant).

If you have any questions, please call Member Services at 1-888-788-4408 or TTY/TDY: 711.

Medical equipment may be rented or purchased only if other sources, which provide the items at no cost, are not available. The total cost of the rental must not exceed the purchase price of the item. Reasonable repairs or adjustments of purchased equipment are covered for all members over and under the age of 21 to make the equipment serviceable and/or when the

repair cost is less than renting or purchasing another unit. The component will be replaced if at the time authorization is sought documentation is provided to establish that the component is not operating effectively.

### **ADDITIONAL MEDICAL COVERED SERVICES FOR MEDICAID-ENROLLED YOUTH UNDER THE AGE OF 21**

These services are also available to members that are under 21 years of age and are enrolled in Medicaid:

- Identification, evaluation and rehabilitation of hearing loss
- Medically necessary personal care. This may include help with bathing, toileting, dressing, walking and other activities that the member is unable to do for medical reasons
- Routine preventive dental services, including oral health screenings, cleanings, oral hygiene education, X-rays, fillings, extractions and other therapeutic and medically necessary procedures
- Vision services, including exams and prescriptive lenses (a limited selection of lenses and frames are covered)
- Outpatient speech, occupational and physical therapy
- Conscious sedation
- Additional Services for Qualified Medicare Beneficiaries (QMB)
- Respite services
- Chiropractic services
- Any services covered by Medicare but not by AHCCCS.

## Covered Behavioral Health Services

All Medicaid members enrolled with Arizona Complete Health-Complete Care Plan are eligible to receive the following AHCCCS funded behavioral health services. Call Member Services at 1-888-788-4408, TTY/TDY: 711 or talk to your PCP and/or Health Home for more information about these services:

- Case management services
- Behavior management (home care training, behavioral health self-help/ peer support)
- Psychotropic medications
- Psychotropic medication adjustment and monitoring
- Behavioral health nursing services
- Emergency or crisis services
- Emergency and non-emergency medically necessary transportation
- Screening, evaluation and assessment
- Individual, group and family counseling and therapy

- Inpatient hospital services
- Institute for mental disease (limited)
- Laboratory, radiology and medical imaging services for psychotropic medication regulation and diagnosis
- Opioid Agonist treatment
- Inpatient behavioral health facility services
- Substance use (opioid, drug & alcohol) counseling
- Respite care (with limitations)
- Behavioral health care services (see the table below)

## Table: Behavioral Health Covered Services

<b>Available Behavioral Health Services</b>		
<b>SERVICES</b>		<b>TITLE XIX / XXI CHILDREN AND ADULTS</b>
<b>TREATMENT SERVICES</b>		
Behavioral Health Counseling and Therapy	Individual	Available
	Group	Available
	Family	Available
Behavioral Health Screening, Mental Health Assessment and Specialized Testing	Behavioral Health Screening	Available
	Mental Health Assessment	Available
	Specialized Testing	Available
Other Professional	Traditional Healing	Provided based on available federal grant funding
	Auricular Acupuncture	Provided based on available federal grant funding
	Intensive Outpatient	Available

	Multisystemic Therapy for Juveniles	Available
<b>REHABILITATION SERVICES</b>		
Skills Training and Development; Psychosocial Rehabilitation (living skills training; health promotion; supportive supported employment services)	Individual	Available
	Group	Available
Cognitive Rehabilitation		Available
Behavioral Health Prevention/Promotion Education	Available	
Psychoeducational Services and Ongoing Support to Maintain Employment	Available	
<b>BEHAVIORAL HEALTH MEDICAL SERVICES</b>		
Behavioral Health Medication Services	Available	
Behavioral Health Lab, Radiology, and Medical Imaging	Available	
Behavioral Health Related Medical Management	Available	
Electro-Convulsive Therapy	Available	
<b>SUPPORT SERVICES</b>		
Case Management	Available	
Personal Care	Available	
Home Care Training (Family)	Available	
Self-Help/Peer Services	Available	
Home Care Training to Home Care Client (HCTC)	Available	

Respite Care (Reference Limitations Section for details about coverage limits)	Available
Supported Housing	Provided based on available state and federal grant funding
Sign Language or Oral Interpretive Services	Provided at no charge to the member
Emergency Behavioral Health Transportation	Available
Non-emergency Behavioral Health Transportation	Available
Crisis Intervention – Mobile Community Based	Available
Crisis Intervention – Telephone	Available
Crisis Services – up to 23 Hour Stabilization, Facility Based	Available
<b>INPATIENT SERVICES</b>	
Behavioral Health Detox Inpatient Facility (Substance Use Disorders)	Available
Behavioral Health Inpatient Facility (Mental Health Disorders)	Available
<b>RESIDENTIAL SERVICES</b>	
Behavioral Health Residential Facility (Mental Health Treatment)	Available
Behavioral Health Residential Facility (Substance Use Disorder Treatment)	Available
Room and Board	Provided based on available state and federal grant funding
<b>BEHAVIORAL HEALTH DAY PROGRAMS</b>	
Partial Care Supervised Day Program	Available

Partial Care Therapeutic Day Program	Available
Partial Care Medical Day Program	Available

## Non-Covered Services: What AHCCCS Does Not Cover

- Non-emergency physical health services that are not prior approved by your PCP.
- Any care, treatment, or surgery that is not medically necessary.
- Infertility services that include testing and treatment.
- Reversals of elective sterilization.
- Gender affirming operations.
- Exams to establish the need for hearing aids, glasses, or contacts for members 21 years and older, except after cataract surgery.
- Hearing aids, eye glasses, or contacts for members 21 years and older, except after cataract surgery.
- Services or items for cosmetic reasons.
- Personal or comfort items (only covered for EPSDT, if medically indicated).
- Non-prescription drugs or supplies
- Services given in an institution for the treatment of tuberculosis (TB).
- Medical service given to an inmate or to a person in the custody of a state mental health institution.
- Lower limb microprocessor controlled joint/prosthetic for members 21 years of age and older.
- Any service determined as experimental/investigational or done mainly for research or that has not been approved by regulating agencies. AHCCCS members who are enrolled with a plan may participate in experimental treatment, but AHCCCS will not reimburse for the experimental treatment.
- **Transplants including:** Pancreas only transplants (total, partial or islet cell); or any other transplant not listed by AHCCCS as covered.
- Physical exam for non-medical purposes (for example, job, school or insurance exams).
- Abortion counseling and abortions (unless medically necessary per AHCCCS medical policies).
- Any medical services outside of the country.
- Routine/newborn circumcisions.
- Routine health care (out-of-area).

Amount, Duration and Scope: The Medicaid Act defines EPSDT services to include screening services, vision services, dental services, hearing services and “such other necessary health



care, diagnostic services, treatment and other measures described in federal law subsection 42 U.S.C. 1396d(a) to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services, whether or not such services are covered under the (AHCCCS) state plan.”

## Exclusions and Limitations Table

<b>The following services are not covered or are limited services for <u>adults 21 years and older</u>. If you are a Qualified Medicare Beneficiary (QMB), we will continue to pay your Medicare deductible and coinsurance for these services.</b>		
BENEFIT/SERVICE	SERVICE DESCRIPTION	SERVICE EXCLUDED FROM PAYMENT
Bone-Anchored Hearing Aid	A hearing aid that is put on a person’s bone near the ear by surgery. This is to carry sound.	AHCCCS will not pay for the Bone-Anchored Hearing AID (BAHA). Supplies, equipment maintenance (care of the hearing aid) and repair of any parts will be paid for.
Cochlear Implant	A small device that is put in a person’s ear by surgery to help you hear better.	AHCCCS will not pay for cochlear implants. Supplies, equipment maintenance (care of the implant) and repair of any parts will be paid for.
Lower limb Microprocessor controlled joint/ Prosthetic	A device that replaces a missing part of the body and uses a computer to help with the moving of the joint.	AHCCCS will not pay for a lower limb (leg, knee, or foot) prosthetic that includes a microprocessor (computer chip) that controls the joint.
Orthotics	A support or brace for weak joints or muscles. An orthotic can also support a deformed part of the body. Orthotics means items like leg braces, wrist splints and neck braces.	<p>Arizona Complete Health-Complete Care Plan covers orthotic devices for <b>members who are 21 years of age and older</b> when:</p> <ul style="list-style-type: none"> <li>➤ The orthotic is medically necessary as the preferred treatment based on Medicare Guidelines AND</li> <li>➤ The orthotic costs less than all other treatments and surgery procedures to treat the same condition AND</li> <li>➤ The orthotic is ordered by a Physician (doctor) or Primary</li> </ul>

		Care Practitioner (nurse practitioner or physician assistant).
Respite Care	Short-term or continuous services provided as a temporary break for caregivers and members to take time for themselves.	The number of respite hours available to adults and children under ALTCS benefits or behavioral health services is being reduced from 720 hours to 600 hours within a 12 month period of time. The 12 months will run from October 1 to September 30 of the next year.
Services by Podiatrist	Any service that is done by a doctor who treats feet and ankle problems.	AHCCCS covers medically necessary podiatry services that are performed by a licensed podiatrist and ordered by a primary care provider or primary care practitioner.
Transplants	A transplant is when an organ or cells are moved from one person to another.	Approval is based on the medical need and if the transplant is on the "covered" list. Only transplants listed by AHCCCS as covered will be paid for.
Physical Therapy and Occupational Therapy	Exercises taught or provided by a Physical Therapist to make you stronger or help improve movement.	Outpatient physical therapy visits to restore a level of function are limited to 30 visits per contract year (October 1 to September 30 of the following year).  Members who have Medicare should talk to the health plan for help in determining how the visits will be counted.

**Arizona Complete Health-Complete Care Plan will not be responsible for payment for any non-covered services you choose to receive. In special cases you may be able to get services outside of your service area. Please contact Member Services at 1-888-788-4408, TTY/TDY: 711 if you would like more information about this.**

# Consent to Treatment

You have the right to accept or refuse behavioral health services that are offered to you. If you want to get the behavioral health services offered, you or your legal guardian must sign a

“Consent to Treatment” form giving your or your legal guardian’s permission for you to get behavioral health services. When you sign a “Consent to Treatment” form, you are also giving the Arizona Health Care Cost Containment System (AHCCCS) permission to access your records. To give you certain services, your provider needs to get your permission. Your provider may ask you to sign a form or to give verbal permission to get a specific service. You will be given information about the service so you can decide if you want that service or not. This is called informed consent. Informed consent means advising a patient of a proposed treatment, surgical procedure, psychotropic drug, or diagnostic procedure; alternatives to the treatment surgical procedure, psychotropic drug or diagnostic procedure; associated risks and possible complications, and obtaining documented authorization for the proposed treatment, surgical procedure, psychotropic drug, or diagnostic procedure from the patient or the patient’s representative. An example would be if your provider prescribes a medication. Your provider will tell you about the benefits and risks of taking the medication and other options for treatment. Your provider will ask you to sign a consent form or give verbal permission if you want to take the medication. Let your provider know if you have questions or do not understand the information your provider gave you. You have the right to withdraw your consent at any time. Your provider will explain to you what will happen if you choose to withdraw your consent.

### **ACCESSING NON-TITLE XIX / XXI SERVICES COORDINATED THROUGH THE REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA)**

AHCCCS covers Non-Title XIX/XXI behavioral health services within certain limits for Title XIX/XXI and Non-Title XIX/XXI members when medically necessary. These services may include auricular acupuncture, childcare (SUD only), traditional healing, supported housing and room and board (when in a behavioral health residential facility setting).

Additionally, some services coordinated through the Regional Behavioral Health Authority are available to members who are not eligible for Medicaid (Non-Title XIX/XXI). Grant and state-funded programs include activities to prevent and treat Substance Use Disorders and Opioid Use Disorders, to provide early intervention services for HIV and tuberculosis disease, and to provide mental health services to adults with Serious Mental Illness (SMI) and children with Serious Emotional Disturbance (SED).

You can find out more about these programs by visiting our website or calling Member Services at 1-888-788-4408 TTY/TDY 711.

AHCCCS covers Non-Title XIX/XXI behavioral health services within certain limits for Title XIX/XXI and Non-Title XIX/XXI members when medically necessary. These services may include

auricular acupuncture, childcare (SUD only), traditional healing, supported housing and room and board (when in a behavioral health residential facility setting).

Additionally, some services coordinated through the Regional Behavioral Health Authority are available to members who are not eligible for Medicaid (Non-Title XIX/XXI). Grant and state-funded programs include activities to prevent and treat Substance Use Disorders and Opioid Use Disorders, to provide early intervention services for HIV and tuberculosis disease, and to provide mental health services to adults with Serious Mental Illness (SMI) and children with Serious Emotional Disturbance (SED). You should know that these services are limited and provided based on whether or not funding is available.

You can find out more about these programs by visiting our website or calling Member Services at 1-888-788-4408 TTY/TDY 711.

## **HOUSING SERVICES**

Supportive Housing is a service for Arizona Complete Health-Complete Care Plan members which helps members secure safe and stable housing to live independently in the community of their choice. Housing help is made available through the AHCCCS Housing Administrator. Housing applications can be completed by a member's Provider or Arizona Complete Health-Complete Care Plan. Housing assistance and housing services are offered with Substance Abuse and Mental Health Services Administration (SAMHSA's) Evidenced Based Practice of permanent supportive housing. Regional Behavioral Health Authorities work with system partners such as the US Department of Housing & Urban Development, Arizona Department of Housing, local Housing Authorities and local Housing Continuum of Care Committees. The number of members that can be assisted with housing in any given year depends on the funding level given by the State each year for this purpose.

If you need help finding a place to live or help paying for housing, Arizona Complete Health-Complete Care Plan can help connect you with community and housing resources in your area.

If needed, Arizona Complete Health-Complete Care Plan will refer you to the AHCCCS Housing Administrator for Non-Title XIX/XXI services and local community housing providers. Call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY 711 and ask to speak with the Housing Specialist or email [AzCHHousing@azcompletehealth.com](mailto:AzCHHousing@azcompletehealth.com). If you have questions or concerns about your housing, you can call HOM, Inc., at (602) 296-6594.

ABC: [www.azabc.org](http://www.azabc.org)

HOM: [www.hominc.com](http://www.hominc.com)

Organizations that can talk with you about resources and other housing options:

Name	County/ Location	Who or How They Can Help	Contact Information
Brian Garcia Welcome Center	Maricopa	Single adults	206 S. 12th Ave Phoenix, AZ 85007 Walk in hours: Mon-Fri 7:30-11 AM, 12:30-5 PM 602-229-5155
UMOM Diane and Bruce Halle Women’s Center	Maricopa	Females only	Call for shelter and services: 602-362-5833
East Valley Men’s Center	Maricopa	Males only	Call for shelter and services: 480-610-6722
East Valley Women’s Shelter	Maricopa	Females only	Call for shelter and services: 480-969-1691

VA-Community Resource Referral Center (CRRC)	Maricopa	US Military Service/Veterans	1500 E. Thomas Rd Phoenix, AZ 85014 Walk in hours: Mon-Fri 730 AM-4:30 PM 602-248-6040
HOPE Outreach	Maricopa-Tempe	Outreach teams-connect individuals living on the streets to services	480-858-7993
Community Bridges Inc. PATH Outreach team	Maricopa-Tempe	Outreach teams-connect individuals living on the streets to services	1-844-691-5948
Tumbleweed	Maricopa	24 hour crisis hotline for youth experiencing homelessness	602-841-5799
one-n-ten	Maricopa	LGBTQ Youth experiencing homelessness	3660 N 3rd St, Phoenix – M-F 4-8PM 602-279-0894
Homebase Youth Services (Native American Connections)	Maricopa	Youth experiencing homelessness	602-263-7773
Family Housing Hub	Maricopa	Families with dependent minor children	602-595-8700 fhhub.org 3307 East Van Buren Street, Phoenix

Pat Gilbert Center	Maricopa-East Valley	Families with dependent minor children	635 East Broadway Road Mesa AZ 85204 Tuesday's Only 8:00am-4:00pm.
Save the Family Foundation	Maricopa-East Valley	Families with dependent minor children	125 East University Drive Mesa AZ 85201 Wednesdays Only 8:00am-12:00pm
Pendergast Community Center/Family Resource Center	Maricopa-West Valley	Families with dependent minor children	10550 West Mariposa Street Phoenix AZ 85037 Thursdays Only 8:00am-4:00pm
Sonora House	Pima	Access Point for HUD Continuum of Care Programs	By Phone Only - (520) 624-5518 Mon - Fri, 10am - 6pm
La Frontera RAPP	Pima	Access Point for HUD Continuum of Care Programs	1082 E Ajo Way, Ste.100 Phone Preferred-(520) 882-8422 Mon-Fri 8am-4pm
City of Tucson	Pima	Access Point for HUD Continuum of Care Programs	By Phone Only Tues & Thurs - 3pm-6pm: Shelia (520) 837-5329 Wed & Fri - 3pm-6pm & at 10am-2pm: Laurie (520) 837-5314
Salvation Army	Pima	Access Point for HUD Continuum of Care Programs	By Phone Only - (520) 622-5411 Mon-Sat, 2pm-7pm

Primavera	Pima	Access Point for HUD Continuum of Care Programs	In Person: 702 S 6th Ave Mon, Wed, Thur, Fri - 9am-12:30pm By Phone - (520) 308-3079 Mon, Wed, Thurs, Fri - 1pm-4pm Tues - 8am-4pm
Our Family Services	Pima	Access Point for HUD Continuum of Care Programs	By Phone Only - (520) 323-1708 Mon-Fri, 9am-4pm
WACOG	Yuma	Access Point for HUD Continuum of Care Programs	<a href="https://www.wacog.com/rapid-rehousing/">https://www.wacog.com/rapid-rehousing/</a>
CAHRA	Pinal	Access Point for HUD Continuum of Care Programs	<a href="https://www.cahra.org/">https://www.cahra.org/</a>
Good Neighbor Alliance	Cochise	Shelter	Julie Wilson Path Team lead jwilson@goodneighboralliance.com Shelter 420 N 7 Street, Sierra Vista, AZ 85635

### PEER AND FAMILY SUPPORT RESOURCES

Peer Support Services and Family Support Services are behavioral health services available to our members. Peer Run Organizations are owned, managed, and staffed by people who have received mental health services. These organizations can provide a wide range of services to adult members, including peer support, living skills, vocational skills, re-entry support (support when coming out of prison), veterans' services, and entrepreneurship skills. Peer support services are provided by individuals who have shared similar life experience, they understand what you're going through. Family Run Organizations are governed by family members of children with mental health challenges. These organizations service families with children with behavioral, emotional and mental health challenges. They can provide services including family



support, respite services, wellness and living skills, youth support, and vocational skills to families of children receiving behavioral health services. Call Member Services at 1-888-788-4408, TTY/TDY: 711 to find out more.

## END OF LIFE CARE

- End-of-life care is health care including physical, psychosocial and spiritual support provided to members that are facing a decline in their health status or have been diagnosed with a complex, chronic or terminal illness. The goal of end-of-life care is to improve member quality of life by providing services such as:
  - Physical and/or behavioral health treatments to relieve pain and other unpleasant symptoms brought on by the member's illness.
  - Referrals for community resources including but not limited to pastoral care, counseling and legal services.
  - Practical supports: non-billable services provided by a family member, friend or volunteer to assist with activities of daily living and other non-medical comfort measures.
- End-of-life care includes advance care planning, which are in-person conversations between members and their health care providers about their illness and treatment choices. Advance care planning allows members to fully understand the expected progression of their illness and their treatment options. It provides members with the opportunity to decide with their health care providers and their families or involved caregivers what their treatment course will be when faced with life limiting illness regardless of age or the stage of the illness. Once begun, advance care planning should be an ongoing process that continues throughout the duration of a member's life.
- End-of-life care allows members to receive palliative care, supportive care, and hospice services and often includes the development of advance directives, a legal document stating a person's health care preferences in event that they are not able to make their own health care decisions. These services are obtained through a member's physician or other qualified health care provider, such as a nurse practitioner or a physician's assistant.

If you would like more information about End-of-life Care for you or a loved one, please call Member Services at 1-888-788-4408, TTY/TDY: 711.

## Specialty Services and Referrals

A referral is when your Arizona Complete Health-Complete Care Plan Care Manager, PCP or Behavioral Health Home sends you to a specialist for a specific service. Your Care Manager, PCP or Behavioral Health Home may want you to see a specialist or get special services. You may contact Arizona Complete Health-Complete Care Plan, Behavioral Health Home or your PCP if you feel you need a referral for specialized care. A referral can be to a specialty provider, lab or hospital. Your PCP or Behavioral Health Home will arrange for the specialty services listed below. Some of these specialty services may require Prior Authorization.

- Nutritional Assessments for members 21 years of age and older.
- Home health visits
- Organ transplants
- Skilled nursing home care
- Rehabilitation services like physical therapy, occupational therapy, or speech therapy
- Specialist care
- Surgery
- Certain x-rays, scans or medical tests
- Durable Medical Equipment such as wheelchairs or oxygen

You do not need a referral for the following specialty services:

- Emergency Services; including non-contracted out-of-network Emergency Departments
- Urgent Care Services
- Most behavioral health outpatient services (see *Behavioral Health Services* section for more information)
- OB/GYN services, and
- Dental services for children under the age of 21

**Please note:** Individuals can have a Pap smear or mammogram screening (*after age 40 and at any age if considered medically necessary*) once a year without a referral from their PCP. Please contact Member Services at 1-888-788-4408, TTY/TDY: 711 for more information on Pap smears and colonoscopies.

We may need to review and approve certain referrals and special services before you can get the services. Some medical services and specialists need our prior approval. If they do, your Care Manager, PCP or Behavioral Health Home will arrange for a Prior Authorization for these services. We must review these requests. Your Arizona Complete Health-Complete Care Plan Care Manager, PCP, Specialty Provider or Behavioral Health Home's office will let you know if your Prior Authorization request is approved. You can also call Member Services at 1-888-788-4408, TTY/TDY: 711 to find out the status of your request.

#### **DENIAL OF REQUESTS FOR SPECIALTY SERVICES**

If your specialty provider request is denied, we will let you know by mail. Our letter will also tell you how to appeal our decision if you are not happy with the decision. If you have a question about the denial, you may call Member Services at 1-888-788-4408, TTY/TDY: 711. For more information about filing an appeal for a denied authorization, please see the section titled "*Complaints: What Should I Do if I Am Unhappy?*" in this handbook.

You have the right to get services from a provider whose religious or moral character you do not object to. If you object to the religious or moral character of your provider, you may ask for a referral to another provider. You will get an appointment with the new provider within 7 days of your request for a referral, or earlier if needed. The new provider must be available to you and provide services that are similar to the services that you were receiving at the previous provider.

**If you are having trouble accessing services due to the moral or religious objections of a provider, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for assistance with finding a provider that can meet your needs.**

### **MEMBERS WHO ARE AMERICAN INDIAN**

American Indian members are able to receive health care services from any Indian Health Service provider or tribally owned and/or operated facility at any time.

## Your Primary Care Provider (PCP)

Your Primary Care Provider (PCP) or Behavioral Health Home facilitates your access to services. Your PCP or Behavioral Health Home may provide you medical services or your PCP or Behavioral Health Home may make plans for you to get these services from another provider (sometimes called a specialist). **You should always contact your PCP or Behavioral Health Home before you see any other provider or attempt to get outside services.**

You do not have to see your PCP or Behavioral Health Home for the following:

- Emergency Services
- Urgent Care Services
- Crisis Services
- Behavioral Health Services
- Substance Use Disorder Services
- OB/GYN services
- Dental services

### **Please note:**

- Members can have a pap smear or mammogram screening (*after age 40 and at any age if considered medically necessary*) once a year without a referral from their PCP. Please contact Member Services at 1-888-788-4408, TTY/TDY: 711 for more information on Pap smears and colonoscopies.

### **HOW TO CHOOSE OR CHANGE A PRIMARY CARE PROVIDER (PCP)**

It is important that you choose a PCP who makes you feel comfortable. When you have a PCP that you like, your PCP will be able to better help you with your health care. This relationship is

very important in providing you the care you need. You can find a list of our doctors on our website at [www.azcompletehealth.com/completecure](http://www.azcompletehealth.com/completecure) or by calling Member Services at 1-888-788-4408, TTY/TDY: 711.

If you wish to change your PCP, please call Member Services at 1-888-788-4408, TTY/TDY: 711 for assistance. A PCP change can be made effective the same date of the request. However, we encourage you not to change your PCP more than twice a year.

## **HOW CAN DOCTOR VISITS HELP YOU STAY HEALTHY?**

- Make sure children under the age of 21 receive their annual well-exams <sup>1</sup>and immunizations.
- Adults ages 21 and older should receive their annual well-exams and should visit their PCP when a symptom or sickness develops or for regular care of a chronic condition.
- Schedule preventive exams such as Pap smear, Mammogram (*after age 40 and at any age if considered medically necessary*) and Cancer screening once a year. Talk to your doctor about other important screening and preventive tests, such as colonoscopies, prostate exams, diabetes tests, cholesterol tests.
- Keep your appointment for tests that your doctor has ordered for you.
- Know why it is important for you to have the test done and what could happen if you don't have it done.
- Ask your doctor to help you learn how to take better care of yourself.

## **HOW TO MAKE, CHANGE, OR CANCEL AN APPOINTMENT**

### **How to Make an Appointment:**

- Call your PCP, dentist, or specialist to schedule your appointment
- Tell the provider's office: your name, your AHCCCS Identification (ID) number (this appears on the front of your Arizona Complete Health-Complete Care Plan ID card), your doctor's name, and why you need to see this doctor.

### **How to Change an Appointment:**

- Call your doctor's office at least 24 hours ahead of time
- Tell the doctor's office: your name, your AHCCCS ID number, the date of your appointment, and ask to set a new date to see your doctor.

### **How to Cancel your Appointment:**

- Call your doctor's office 24 hours ahead of time.

<sup>1</sup> \*A well-child visit/check is the same as an Early Periodic Screening, Diagnostic and Treatment (EPSDT) visit.

- Tell the doctor's office that you want to cancel your appointment and provide them with: your name, your AHCCCS ID number, and the date of your appointment.
- If already arranged, call Member Services at 1-888-788-4408, TTY/TDY: 711 to cancel transportation or interpreter services when no longer needed.

**If you are unable to contact your doctor's office and need help, please call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711.**

## Appointment Availability – How Long Should it Take to See a Provider?

When you call your provider to set up an appointment or get a referral for an appointment you should expect to see that provider within the timelines below:

- PCP Urgent: As expeditiously as the member's health condition requires, but no later than 2 business days
- PCP Routine: Within 21 calendar days
- Specialist Urgent: As expeditiously as the member's health condition requires, but no later than 2 business days
- Specialist Routine: Within 45 calendar days
- Dental Urgent: As expeditiously as the member's health condition requires, but no later than 3 business days
- Dental Routine: Within 45 calendar days
- Maternity Care 1st Trimester: Within 14 calendar days
- Maternity Care 2nd Trimester: Within 7 calendar days
- Maternity Care 3rd Trimester: Within 3 business days
- Maternity Care Risk: As expeditiously as the member's health condition requires, and no later than 3 business days of identification of high risk by Arizona Complete Health-Complete Care Plan or maternity care provider, or immediately if an emergency exists
- Behavioral Health Urgent Need: As expeditiously as the member's health condition requires, but no later than 24 hours from identification of need
- Behavioral Health Routine Initial Assessment: Within 7 calendar days of referral
- Behavioral Health Routine First Service (18 years and older): As expeditiously as the member's health condition requires, but no later than 23 calendar days after the initial assessment
- Behavioral Health Routine First Service (under 18 years old): As expeditiously as the member's health condition requires, but no later than 21 calendar days after the initial assessment
- Behavioral Health Routine Subsequent Services: As expeditiously as the member's health condition requires, but no later than 45 calendar days from the identification of need

- Referrals for Psychotropic Medications:
  1. Immediate assessment of the urgency of the need
  2. If clinically indicated, with a practitioner who can prescribe psychotropic medications within a timeframe that ensures the member a) does not run out of needed medications, or b) does not decline in behavioral health condition prior to starting medication, but no later than 30 calendar days from the identification of need.

For persons in the legal custody of the Department of Child Safety and adopted children in accordance with A.R.S. §8-512.01, behavioral health appointments standards are:

- Rapid Response: 72 hours
- Rapid Response Initial Assessment: 7 calendar days
- Rapid Response Initial Appointment: 21 calendar days
- Rapid Response Subsequent Services: 21 calendar days

If you cannot get an appointment within the listed time frames please call Member Services at 1-888-788-4408, TTY/TDY: 711.

## **WELL VISITS**

Well visits (well exams) such as, but not limited to, well woman exams, breast exams, and prostate exams are covered for members. Most well visits (also called checkup or physical) include a medical history, physical exam, health screenings, health counseling and medically necessary immunizations. Early Periodic Screening, Diagnostic and Treatment (EPSDT) visits for members under 21 years of age are considered the same as a well visit.

## **WELL-CHILD CARE / EARLY PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT)\***

Early Periodic Screening, Diagnostic and Treatment (EPSDT) is a comprehensive child health program of prevention and treatment, correction, and improvement (amelioration) of physical and behavioral health conditions for AHCCCS members under the age of 21.

The purpose of EPSDT is to ensure the availability and accessibility of health care resources, as well as to assist Medicaid recipients in effectively utilizing these resources.

EPSDT services provide comprehensive health care through primary prevention, early intervention, diagnosis, medically necessary treatment, and follow-up care of physical and behavioral health problems for AHCCCS members less than 21 years of age. Amount, Duration and Scope: The Medicaid Act defines EPSDT services to include screening services, vision services, dental services, hearing services and such other necessary health care, diagnostic services, treatment and other measures described in federal law subsection 42 U.S.C. 1396d(a) to correct or ameliorate defects and physical and mental illnesses and conditions discovered by

the screening services, whether or not such services are covered under the AHCCCS state plan. Limitations and exclusions, other than the requirement for medical necessity and cost effectiveness do not apply to EPSDT services.

A well child visit is synonymous with an EPSDT visit and includes all screenings and services described in the AHCCCS EPSDT and dental periodicity schedules.

This means that EPSDT covered services include services that correct or ameliorate physical and behavioral health conditions, and illnesses discovered by the screening process when those services fall within one of the optional and mandatory categories of “medical assistance” as defined in the Medicaid Act. Services covered under EPSDT include all 29 categories of services in the federal law even when they are not listed as covered services in the AHCCCS state plan, AHCCCS statutes, rules, or policies as long as the services are medically necessary and cost effective.

EPSDT includes, but is not limited to, coverage of: inpatient and outpatient hospital services, laboratory and x-ray services, physician services, naturopathic services, nurse practitioner services, medications, dental services, therapy services, behavioral health services, medical equipment, medical appliances and medical supplies, orthotics, prosthetic devices, eyeglasses, transportation, and family planning services. EPSDT also includes diagnostic, screening, preventive, and rehabilitative services. However, EPSDT services do not include services that are experimental, solely for cosmetic purposes, or that are not cost effective when compared to other interventions.

**The Well-child\* program includes the following procedures and tests to be performed as recommended by AHCCCS or at any time if medically indicated:**

- Medical history evaluation
- Height and weight measurements, including Body Mass Index (BMI) for those 24 months and older
- Head circumference from birth to 24 months
- Blood pressure measurement - the need for blood pressure measurement for children from birth to 24 months should be assessed by PCP
- Nutritional assessment
- Vision assessment
- Hearing and speech assessment
- Developmental/behavioral assessment
- Physical Examination
- Immunizations

- Tuberculin (Tuberculosis) test (for members at risk between the ages of 12 months through age 20)
- Hematocrit/Hemoglobin testing
- Urinalysis testing
- Lead screening/Verbal testing
- Lead screening test and blood lead testing at ages 12 and 24 months and at 36 and 72 months if not previously tested
- Anticipatory guidance
- Dyslipidemia screening
- Dyslipidemia testing (one time testing between 18 and 20 years of age)
- Sexually Transmitted Infections (STI) Screening (risk assessment for those 11-20)
- Cervical Dysplasia Screening (risk assessment for those 11-20)
- Oral health assessments every 6 months.
- Fluoride varnish may be applied by the PCP during these visits beginning at 6 months of age with at least one tooth, and may be repeated every 6 months until the age of two years.
- Dental referral. First examination is encouraged to begin by age 1. Repeat dental visits every 6 months or as indicated by child's risk status or susceptibility to disease. For more information on dental care coverage, please see the "*Dental Care*" section in this handbook.

**Well-child care will also give you ideas about how to:**

- Keep your child well
- Protect your child from getting hurt
- Spot health problems early
- Apply for services like WIC, Head Start, Children's Rehabilitative Services (CRS), and the Arizona Early Intervention Program (AzEIP)

All children should see their doctor for well-child\* visits regularly. Well-child checkups should be done at the following ages or at any other time if medically indicated:

- Newborn
- 3-5 days old
- 1 month
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old



- 15 months old
- 18 months old
- 24 months old
- Annually from 3 through 20 years old

We will send you a reminder about well-child checkups. Make an appointment with your PCP. It is important for your child to go to all the well-child checkups.

*\*A well-child visit/check is the same as an EPSDT.*

### **PREVENTIVE AND WELL CARE**

Female members, or members assigned female at birth have direct access to preventive and well care services from a gynecologist or other maternity care provider within the Contractor's network without a referral from a primary care provider.

Please contact Member Services at 1-888-788-4408, TTY/TDY: 711 for more information on Pap smears (a test for Cervical Cancer), mammograms (a test for Breast Cancer), and colonoscopies.

Our members can go directly to a network obstetrics/gynecology doctor for preventive and routine health care services. No referral is needed from your PCP.

### **WHAT IS A PREVENTIVE AND WELL CARE SERVICE VISIT?**

Preventive care can help you stay healthy and keep you from getting sick. A yearly preventive well care visit is a covered benefit you get as an Arizona Complete Health-Complete Care Plan member. You get services such as:

- ✓ Physical exam (well exam) for your overall health
- ✓ Clinical breast exam
- ✓ Pelvic exam (as necessary)
- ✓ Immunizations (shots) and tests based on your age and any risk factors
- ✓ Screening and counseling with a focus on how to live a healthy lifestyle and reduce your health risks, including:
  - a) Proper nutrition
  - b) Physical activity
  - c) Elevated BMI indicative of obesity
  - d) Tobacco/substance use, abuse, and/or dependency
  - e) Depression screening
  - f) Interpersonal and domestic violence screening, that includes screening/counseling (adolescents included) in a culturally sensitive/supportive manner to address safety and health concerns

- g) Sexually transmitted infections (STI)
- h) Human Immunodeficiency Virus (HIV)
- i) Family planning services and supplies
- j) Preconception counseling (does not include genetic testing)
  - i. Reproductive history and sexual practices
  - ii. Healthy weight, including diet and nutrition, as well as use of nutritional supplements and folic acid intake
  - iii. Physical activity or exercise
  - iv. Oral health care
  - v. Chronic disease management
  - vi. Emotional wellness
  - vii. Tobacco and substance use (caffeine, alcohol, marijuana, and other drugs), including prescription drug use
  - viii. Recommended intervals between pregnancies
- k) Any necessary referrals as a result of exam

### Call For An Appointment

It is important to meet with your primary care provider. If you need help finding a doctor or a ride to your appointment, call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711.

## Family Planning

Family Planning will help you decide when to have children. Our providers can help you choose birth control methods that will work for you. Family Planning services and supplies require no copayment and are offered at no cost to you. You may seek family planning services from any network PCP or Gynecologist. No referral is needed from your PCP.

The following birth control methods are provided at no cost to you:

- Birth Control Counseling
- Birth control pills or Long Acting Reversible contraceptives (LARC), condoms, diaphragms, foams and suppositories
- Treatment of complications from birth control
- Natural family planning and referral to qualified health professionals
- Post-coital emergency contraception (also known as the morning after pill)
- Sterilization only for members 21 years of age or older

**Please note:** That this is not an all-inclusive list of covered birth control methods.

The following services are *not* covered under Family Planning:

- Infertility services including testing, treatment, or reversal of a tubal sterilization or

- vasectomy
- Pregnancy termination counseling
- Pregnancy termination – unless you meet the conditions described in the “*Medically Necessary Pregnancy Termination*” section above.
- Hysterectomies if done for family planning only

**Preconception counseling services**, as part of an annual visit, are provided when medically necessary. This counseling focuses on the early detection and management of risk factors before pregnancy, and includes efforts to influence behaviors that can affect a fetus (even before conception is confirmed), as well as regular health care. The purpose of preconception counseling is to ensure that an individual is healthy prior to pregnancy. Preconception counseling does not include genetic testing.

We also want you to be able to get medical care if you lose your AHCCCS eligibility. This handbook contains a list of clinics that offer low or no cost for medical care. Call the clinics to find out about services and costs. If you have questions or need help call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711.

If you lose eligibility for AHCCCS services, Arizona Complete Health-Complete Care Plan can help you find low-cost or no-cost family planning services and supplies, or you may call the Arizona Department of Health Services Hotline at 1-800-833-4642.

## Maternity Care

When you become pregnant, we want you to have a healthy pregnancy and a healthy baby. We have special programs that can help you throughout your pregnancy and after your baby’s birth, and even can provide incentives for you to attend your appointments. If you find out that you are pregnant, please give us a call so we can tell you more about what we can offer and how we can work with you to have the best outcomes for your pregnancy. Please call Member Services at the numbers below. Maternity care includes identification of pregnancy prenatal care, labor and delivery services and postpartum care and services to include immediate post-partum long acting reversible contraceptives. It is important that you make and keep appointments with your doctor during your pregnancy. An Arizona Complete Health-Complete Care Plan Maternal Child Health (MCH) Coordinator will provide support during and after your pregnancy. If you need help finding a provider to take care of you during your pregnancy and delivery, call Member Services at 1-888-788-4408, TTY/TDY: 711.

**Maternity care coordination** consists of the following maternity care related activities: talking

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with you about medical or social needs through a risk assessment evaluation; developing a plan of care designed to address those needs; assisting with referrals of the member to appropriate service providers and community resources; as needed, following up with referrals to ensure the services are received; and revising the plan of care, as appropriate.

**Breastfeeding** and offering your breastmilk are wonderful gifts that you can give your baby. The first few weeks can be tiring and difficult as you and baby are both learning to breastfeed. The first few weeks are important to establish your milk supply and can be a time when many moms stop breastfeeding. It is important to get help early before small concerns turn into big problems. For 24-hour help with any breastfeeding concern or problem, call the 24-hour Breastfeeding Hotline at 1-800-833-4642. We can also assist you with obtaining a breast pump if you have decided to breast feed.

### **PREGNANCY IDENTIFICATION**

As soon as you think you are pregnant, call your PCP to get a pregnancy test. Once you know that you are pregnant, it is important to choose a prenatal care provider. Please note: Your prenatal care provider may also serve as your Primary Care Provider. Call Member Services at 1-888-788-4408, TTY/TDY: 711 to choose a prenatal care provider that is right for you. Then call the provider to make your first appointment. You will not need a referral to see a prenatal care provider. There are different types of prenatal care providers that you can choose from. You may choose a doctor that specializes in pregnancy (also known as Obstetrician), a Certified Nurse Midwife, a licensed midwife (if you are over the age of 18 and are not high risk), a nurse practitioner or a physician's assistant.

### **PRENATAL CARE**

Prenatal care is the health care provided during pregnancy and is composed of three major components:

1. Early and continuous risk assessment
2. Health education and promotion, and
3. Medical monitoring, intervention, and follow-up.

Call and get your appointment as soon as you know you are pregnant. **Please note:** It is very important to go to all of your prenatal appointments as scheduled by your provider. During your prenatal care visits your provider may give this care:

- Checkups (including blood pressure check, check your weight, check your baby's movement and growth, and listen to your baby's heartbeat)
- Tests you may need, such as blood tests and urine tests to check that you are well.

- Check for infections, including sexually transmitted infections and HIV/AIDS. NOTE: Voluntary prenatal HIV testing and counseling is available to members.
- Give you prescriptions for prenatal vitamins or other medications the doctor prescribes.

When you find out you are pregnant, your provider must see you within:

- Fourteen (14) days if you are in your first trimester
- Seven (7) days if you are in your second trimester
- Three (3) days if you are in your third trimester
- Three (3) days if your pregnancy is high-risk or immediately if it is an emergency.

If you are not able to get an appointment within these time frames, call Member Services at 1-888-788-4408, TTY/TDY: 711 to assist you with getting a timely appointment. Call Member Services if you need a ride to your prenatal care appointments.

During your prenatal care visits, your provider will talk to you about staying healthy during your pregnancy. Your provider may talk about:

- Eating healthy foods
- Exercise during pregnancy
- Not smoking, not drinking alcohol or using other drugs during pregnancy.
- Medications during pregnancy
- Screening for sexually transmitted infection
- Dangers of lead exposure to pregnant individual and baby
- The normal pregnancy changes your body will go through
- When to call your provider right away for health changes
- Plan of safe care following delivery
- Breastfeeding
- Postpartum follow-up
- Family planning

At your first visit, your provider will also do a risk assessment to identify your medical, behavioral or social needs. Your questions and needs will show the doctor how a pregnancy will be set. At this time, your doctor will make referrals to community service offices and resources can be coordinated. Some examples of community service offices are Women, Infants and Children (WIC) and other state assistance programs like the Department of Economic Security (DES). DES provides financial aid to Arizona residents that qualify at application. Your pregnancy care plan may be changed as needed. If you need help during your pregnancy, call Member Services at 1-888-788-4408, TTY/TDY: 711 and we can help. Arizona Complete Health-Complete Care Plan has care managers to assist our providers with maternity care coordination. You can

change providers or plans during your pregnancy. If you need help, the care managers can help you. Call Member Services at 1-888-788-4408, TTY/TDY: 711 if you need help for any of these reasons.

### **HIV/AIDS TESTING**

Voluntary, confidential Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS) testing services are available to prenatal and non-prenatal members. Information is also provided regarding the availability of medical counseling and treatment, as well as the benefits of treatment for members who test positive. Arizona Complete Health-Complete Care Plan can help. Call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711, for information about confidential testing or counseling services.

**Important Note: Family Planning benefit coverage is available at no cost for both male and female members of reproductive age.**

We also want you to be able to get medical care if you lose your AHCCCS eligibility. Arizona Complete Health-Complete Care Plan can help you find low cost or no cost family planning services and supplies. This handbook contains a list of clinics that offer low or no cost for medical care. Call the clinics to find out about services and costs. If you have questions or need help call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711. You may also call the Arizona Department of Health Services Hotline at 1-800-833-4642.

You have the freedom of choice to seek family planning services and supplies from any network or out-of-network PCP or Gynecologist. No referral is needed from your PCP for family planning and OB/GYN services. Family planning services require no copayment and are offered at no cost to you.

### **HIGH RISK PREGNANCY**

High-risk pregnancy refers to a pregnancy in which the child-bearer, fetus, or newborn is, or is anticipated to be, at increased risk for morbidity or mortality before or after delivery. High-risk is determined through the use of the Medical Insurance Company of Arizona (MICA) or American College of Obstetricians and Gynecologists (ACOG) standardized medical risk assessment tools. These forms are completed by your OB physician during your visit with them.

Your pregnancy may be high-risk if you or your baby have a medical or other condition that could make you or your baby sick while you are pregnant or after delivery.

Arizona Complete Health-Complete Care Plan has care managers that can help you with your high risk pregnancy at no cost to you. Our care managers can answer your questions and help you with your appointments or referrals. If you want to talk to one of our care managers, please call Member Services at 1-888-788-4408, TTY/TDY 711.

### **LABOR AND DELIVERY CARE**

When your baby is due (pregnancy usually is 40 weeks until delivery), your provider will deliver your baby at a hospital or birthing center. The hospitals are listed in the Provider Directory. If your pregnancy is not high risk, you may be able to deliver your baby at home with a licensed physician, practitioner or licensed midwife.

- Practitioner refers to certified nurse practitioners in midwifery, physician's assistants and other nurse practitioners.
- A Licensed Midwife is an individual licensed by the Arizona Department of Health Services to provide maternity care pursuant to Arizona Revised Statutes (A.R.S.) Title 36, Chapter 6, Article 7 and Arizona Administrative Code Title 9, Chapter 16. (This provider type does not include Certified Nurse Midwives licensed by the Board of Nursing as a nurse practitioner in midwifery or physician assistants licensed by the Arizona Medical Board.)
- A Certified Nurse Midwife (CNM) is certified by the American College of Nursing Midwives (ACNM) on the basis of a national certification examination and licensed to practice in Arizona by the State Board of Nursing. CNMs practice independent management of care for pregnant individuals and newborns, providing antepartum, intrapartum, postpartum, gynecological, and newborn care, within a health care system that provides for medical consultation, collaborative management, or referral.

### **POSTPARTUM CARE**

Postpartum care is the health care provided for a period that begins on the last day of pregnancy and continues up to 84 days after delivery. This is called a postpartum visit. This final part of maternity care is very important and should not be avoided even if your delivery went well. Your provider will examine you for medical and behavioral health needs after your baby was born. Many individuals that have given birth can feel sad or depressed after their baby is born. Tell your provider if you have these feelings. Depression can be treated. It is important to let someone know if you are feeling depressed. Family planning services are included if provided by a physician or a practitioner. Call Member Services at 1-888-788-4408, TTY/TDY: 711 to schedule an appointment or if you need a ride to your postpartum care appointments.

## **MEDICALLY NECESSARY PREGNANCY TERMINATIONS**

Pregnancy terminations are an AHCCCS covered service only in special situations. AHCCCS covers pregnancy termination if one of the following criteria is present:

1. The pregnant member suffers from a physical disorder, physical injury, or physical illness including a life-endangering physical condition caused by, or arising from, the pregnancy itself that would, as certified by a physician, place the member in danger of death, unless the pregnancy is terminated.
2. The pregnancy is a result of incest.
3. The pregnancy is a result of rape.
4. The pregnancy termination is medically necessary according to the medical judgment of a licensed physician, who attests that continuation of the pregnancy could reasonably be expected to pose a serious physical or behavioral health problem for the pregnant member by:
  - a. Creating a serious physical or behavioral health problem for the pregnant member,
  - b. Seriously impairing a bodily function of the pregnant member,
  - c. Causing dysfunction of a bodily organ or part of the pregnant member,
  - d. Exacerbating a health problem of the pregnant member, or
  - e. Preventing the pregnant member from obtaining treatment for a health problem.

# Dental Care

## **MEMBERS UNDER 21 YEARS OF AGE**

All dental health checkups, cleanings and treatments are covered for members under the age of 21. A doctor referral is not needed to see a dentist. Two (2) routine and preventive dental visits are covered per year for members under the age of 21. It is important to take your children to the dentist twice a year to keep their teeth healthy. From the time the first tooth appears, or by one year of age, children should visit their dentist for a checkup every six months.

Every member under age 21 needs to have a Dental Home. A Dental Home is an assigned dentist who will get you or your child the dental care that is needed. Call Member Services at 1-888-788-4408, TTY/TDY: 711 to select a dentist or one will be assigned. If a dentist is assigned that you do not want, or if you see a dentist already in our network and you are happy with that dentist please call Member Services at 1-888-788-4408 or TTY/TDY: 711 to ask to keep that dentist.

Arizona Complete Health-Complete Care Plan sends dental checkup reminder letters to members. It is important to go to your scheduled visit because dentists can help prevent cavities. They can use dental sealants (a plastic coating painted on the back teeth) and fluoride



treatments. Dentists also teach you and your child how to care for teeth. It is important to visit the dentist for checkups two times every year. Call Member Services at 1-888-788-4408, TTY/TDY: 711 if you need help finding a dental provider. Once you choose a dentist, you can call their office to make, change or cancel an appointment.

The following routine dental services are only covered for members under the age of 21:

- Dental exams
- Dental cleanings
- Fillings for cavities
- X-rays to screen for dental problems
- Application of fluoride
- Dental sealants
- Emergency dental services

Use these guidelines for scheduling appointments for your child:

- Urgent– As expeditiously as the member’s health condition requires but no later than three business days of request
- Routine Care – within 45 calendar days of request
- Make sure you take your child’s Arizona Complete Health-Complete Care Plan ID card with you to the dental appointment.

If you need to make, change, or cancel a dental appointment please contact your dentist or Arizona Complete Health-Complete Care Plan Member Service 1-888-788-4408 or TTY/TDY: 711 for assistance.

### **MEMBERS 21 YEARS OF AGE AND OLDER**

What if I am over 21 years old and have a dental emergency? Limited dental services are covered to relieve severe pain and or infection. Adult members 21 years of age and older can receive emergency dental services, limited to \$1000 member per contract year. Emergency services over the \$1000 benefit are the responsibility of the member.

Routine dental services are not covered for members 21 years of age or older. AHCCCS covers medical and surgical services related to dental (oral) care only to the extent such services may be performed under State law by either a physician or by a dentist and the services would be considered physician services if done by a physician. Covered dental services for members 21 years of age and older must be related to the treatment of a medical condition such as loss of tooth/teeth due to trauma, cyst or tumor, or fracture of the jaw. Covered dental services

include examining the mouth, x-rays, care of fractures of the jaw or mouth, giving anesthesia, and pain medication and/ or antibiotics.

What else is covered? Certain pre-transplant services related to the elimination of oral infections and treatment of oral disease (such as dental cleanings, fillings, simple restorations, extractions) and prophylactic extraction of teeth in preparation for radiation treatment of cancer of the jaw, neck or head are also covered. Dental cleanings are covered for members who are in an inpatient hospital setting and are placed on a ventilator or are unable to perform oral hygiene. These services are not part of the \$1000 adult emergency dental limit.

## Pharmacy Services

Our pharmacy program includes high-quality, cost-effective medication therapy. We work with providers and pharmacists to ensure that we cover medications used to treat a variety of conditions and diseases. When ordered by a provider, we cover prescription medications and certain over-the-counter medications.

Some medications require prior authorization or have limitations on age, dosage and maximum quantities. For some drugs, you must try another drug first – this is called step therapy. Please refer to the Arizona Complete Health-Complete Care Plan Preferred Drug List or PDL for more detail. Arizona Complete Health-Complete Care Plan will cover the drugs listed on our Preferred Drug List as long as they are medically necessary and appropriate. The Arizona Complete Health-Complete Care Plan PDL includes all medications covered on the related AHCCCS Preferred Drug List and include additional medications that are safe and effective.

The Arizona Complete Health-Complete Care Plan PDL can be found at [www.azcompletehealth.com/completecure](http://www.azcompletehealth.com/completecure)

### **WHAT IF A DRUG IS NOT ON THE PDL/FORMULARY?**

The PDL is not a complete list of drugs covered by Arizona Complete Health-Complete Care Plan. If the medicine your doctor feels you need is not on our list of covered drugs and you can't take any other medication except the one prescribed, your doctor may request Prior Authorization from us.

Arizona Complete Health-Complete Care Plan will approve your request for an exception if the alternative drugs included on the formulary or additional restrictions would not be as effective in treating your condition and/or would cause you to have adverse medical effects.

## WHAT IF MY REQUEST IS DENIED?

- When Arizona Complete Health-Complete Care Plan denies a request for authorization, a *Notice of Adverse Benefit Determination* or *Notice of Decision (NOD)* is mailed to the member, and an explanation letter is mailed to the requesting provider. The member's Notice of Adverse Benefit Determination will advise the member on how to file an appeal.
- If Arizona Complete Health-Complete Care Plan is reducing, suspending or terminating an existing service, there are additional rights and rules that apply, other than just being able to file an appeal.

## HOW TO FILL A PRESCRIPTION

If you take medicine for an ongoing health condition, you can have your medicines mailed to your home. Arizona Complete Health-Complete Care Plan works with a company called Caremark to give you this service, which you can get at no cost to you. [www.azcompletehealth.com/completecure](http://www.azcompletehealth.com/completecure) on the Find a Provider page. You can also call a Member Services Representative at 1-888-788-4408, TTY/TDY: 711 to help you find a pharmacy. At the pharmacy, you will need to provide the pharmacist with your prescription and your member ID card.

If you choose this option, your medicine comes right to your door. You can schedule your refills and reach pharmacists if you have questions. If you need medication home delivery services, please visit <https://www.caremark.com/> for information on receiving your medications at your home, workplace or doctor's office.

Some specialty drugs are only covered when supplied by our specialty pharmacy provider. Most of these drugs do require a prior authorization.

If you have other insurance besides Medicare Part D, we will only pay the co-pays (if applicable) if the drug is also on our list of covered drugs.

**For pharmacy issues or help after hours, on weekends, or holidays (including if you are turned away from the pharmacy when you try to get your prescription),** please contact Member Services at 1-888-788-4408, TTY/TDY: 711 24 hours a day, seven days a week.

## WHAT YOU NEED TO KNOW ABOUT YOUR NEW PRESCRIPTION

Your doctor or dentist may give you a prescription for medication. Be sure and let your doctor know about any medications you get from other doctors or medications you buy on your own including non-prescription or herbal products.

When you pick up your prescription, the pharmacist will talk to you about your new prescription. Ask your pharmacist about how to take your medication and about any side effects that could happen. The pharmacy will also give you printed drug information when you fill your prescription. It will explain what you should and should not do and possible side effects.

## **REFILLS**

The label on your medication bottle tells you how many refills your doctor has ordered for you. If your doctor has ordered refills, you may only get up to one 30-day fill at a time. Call your pharmacy for a refill; they will tell you when you can pick it up.

If your doctor has not ordered refills, you or the pharmacy must call your doctor before your medication runs out. Talk to your doctor or pharmacy about getting a refill. The doctor may want to see you before giving you a refill.

## **WHAT SHOULD I DO IF THE PHARMACY CANNOT FILL MY PRESCRIPTION?**

Call Member Services at 1-888-788-4408, TTY/TDY: 711 and we can help find out why your prescription cannot be filled. Sometimes a primary insurance may be entered wrong or it may be too soon to refill. Other times the medication is not on our Drug List – our list of covered drugs. If the pharmacy turns you away or will not fill your prescription, ask if you and the pharmacist can call Member Services together to find what is happening. We will work with you and the pharmacy to find the best options for you.

## **EXCLUSIVE PHARMACIES**

Arizona Complete Health-Complete Care Plan wants to keep members safe. Arizona Complete Health-Complete Care Plan may assign members to a Pharmacy Home or exclusive pharmacy. Exclusive pharmacies are chosen by the member or assigned by Arizona Complete Health-Complete Care Plan to provide all medically necessary medications. Members may be assigned exclusive pharmacies if:

You used the following in a 3 month time period:

More than 4 prescribers;

**and**

More than 4 different abuse potential drugs;

**and**

More than 4 Pharmacies.

**OR**

You received 12 or more controlled substance medications in the past three months.

**OR**

You presented a forged or altered prescription to the pharmacy.

## How to Access Behavioral Health Services from Arizona Complete Health-Complete Care Plan

Your Primary Care Physician (PCP) may be able to help you if you have mild depression, “postpartum” depression, anxiety and attention deficit hyperactivity disorder (ADHD). Your PCP may give you medicine, watch how the medicine is working and order different tests for your illness. **You do not need a referral from your PCP for behavioral health services.**

As an AHCCCS member, you are also entitled to a wide range of mental health/behavioral health benefits, including medications. Drugs ordered by your provider are part of your benefit.

### **RECEIVING BEHAVIORAL HEALTH SERVICES IF YOU ARE DESIGNATED AS SERIOUSLY MENTALLY ILL**

If you are designated as Seriously Mentally Ill, you will receive your mental health/behavioral health benefits, including medications, from Arizona Complete Health-Complete Care Plan Regional Behavioral Health Authority (RBHA).

Your AHCCCS ID card has our Member Services phone number to call to access behavioral health and substance use services. Services are assigned to a provider based on where you live. If you have questions or need help getting behavioral health services, please call Arizona Complete Health-Complete Care Plan’s Member Services at 1-888-788-4408, TTY/TDY: 711.

### **ELIGIBILITY FOR BEHAVIORAL HEALTH SERVICES**

The following members are eligible for behavioral health services:

- Persons AHCCCS eligible through either Title XIX (Medicaid) or Title XXI ;
- Persons determined to have a Serious Mental Illness; and

- Special populations who are eligible to receive services funded through federal block grants.

**Title XIX** (Medicaid; may also be called AHCCCS) is insurance for low-income persons, children, and families. It pays for medical, dental (for children up to 21 years of age), and behavioral health services.

**Title XXI** (May also be called AHCCCS) is insurance for children under the age of 19 who do not have insurance and are not eligible for Title XIX benefits. It pays for medical, dental, and behavioral health services.

**A Serious Mental Illness (SMI)** is a mental disorder in persons 18 years of age or older that is severe and persistent. Persons may be so impaired that they cannot remain in the community without treatment and/or services. Solari, Inc. (formerly Crisis Response Network) is a non-profit organization contracted with AHCCCS for SMI determinations. To begin the process you can call Member Services at 1-888-788-4408, TTY/TDY: 711.

## **HOW TO ACCESS BEHAVIORAL HEALTH SERVICES**

Arizona Complete Health-Complete Care Plan contracts with a variety of providers to meet your behavioral health needs. Contracted providers are chosen very carefully. They must meet strict requirements to care for our members, and we regularly check the care they give you. Arizona Complete Health-Complete Care Plan's provider network covers a broad geographic area so that you may receive services close to where you live and work. Our provider network offers culturally sensitive, individualized and comprehensive service options for children and families, and those with general mental health and substance abuse issues. You can select a provider from our provider directory or call Member Services at 1-888-788-4408, TTY/TDY: 711 for assistance.

## **ARIZONA'S VISION FOR THE DELIVERY OF BEHAVIORAL HEALTH SERVICES**

All behavioral health services are delivered according to the following system principles. AHCCCS supports a behavioral health delivery system that includes:

1. Easy access to care,
2. Behavioral health recipient and family member involvement,
3. Collaboration with the Greater Community,
4. Effective Innovation,
5. Expectation for Improvement, and
6. Cultural Competency.

## **THE TWELVE PRINCIPLES FOR THE DELIVERY OF SERVICES TO CHILDREN:**

1. Collaboration with the child and family:
  - a. Respect for and active collaboration with the child and parents is the cornerstone to achieving positive behavioral health outcomes, and
  - b. Parents and children are treated as partners in the assessment process, and the planning, delivery, and evaluation of behavioral health services, and their preferences are taken seriously.
  
2. Functional outcomes:
  - a. Behavioral health services are designed and implemented to aid children to achieve success in school, live with their families, avoid delinquency, and become stable and productive adults, and
  - b. Implementation of the behavioral health services plan stabilizes the child's condition and minimizes safety risks.
  
3. Collaboration with others:
  - a. When children have multi-agency, multi-system involvement, a joint assessment is developed and a jointly established behavioral health services plan is collaboratively implemented,
  - b. Client-centered teams plan and deliver services,
  - c. Each child's team includes the child and parents and any foster parents, any individual important in the child's life who is invited to participate by the child or parents. The team also includes all other persons needed to develop an effective plan, including, as appropriate, the child's teacher, the child's Department of Child Safety (DCS) and/or Division of Developmental Disabilities (DDD) caseworker, and the child's probation officer and
  - d. The team:
    - i. Develops a common assessment of the child's and family's strengths and needs,
    - ii. Develops an individualized service plan,
    - iii. Monitors implementation of the plan, and
    - iv. Makes adjustments in the plan if it is not succeeding.
  
4. Accessible services:
  - a. Children have access to a comprehensive array of behavioral health services, sufficient to ensure that they receive the treatment they need,
  - b. Case management is provided as needed,
  - c. Behavioral health service plans identify transportation the parents and child need to access behavioral health services, and how transportation assistance will be provided, and
  - d. Behavioral health services are adapted or created when they are needed but not available.
  
5. Best practices:

- a. Behavioral health services are provided by competent individuals who are trained and supervised,
  - b. Behavioral health services are delivered in accordance with guidelines that incorporate evidence-based “best practices.”
  - c. Behavioral health service plans identify and appropriately address behavioral symptoms that are related to: learning disorders, substance use problems, specialized behavioral health needs to children who are developmentally disabled, history of trauma (e.g. abuse or neglect) or traumatic events (e.g. death of a family member or natural disaster), maladaptive sexual behavior, abusive conduct and risky behavior. Service plans shall also address the need for stability and promotion permanency in class members’ lives, especially class members in foster care, and
  - d. Behavioral health services are continuously evaluated and modified if ineffective in achieving desired outcomes.
6. Most appropriate setting:
- a. Children are provided behavioral health services in their home and community to the extent possible, and
  - b. Behavioral health services are provided in the most integrated setting appropriate to the child’s needs. When provided in a residential setting, the setting is the most integrated and most home-like setting that is appropriate to the child’s needs.
7. Timeliness:
- a. Children identified as needing behavioral health services are assessed and served promptly.
8. Services tailored to the child and family:
- a. The unique strengths and needs of children and their families dictate the type, mix, and intensity of behavioral health services provided, and
  - b. Parents and children are encouraged and assisted to articulate their own strengths and needs, the goals they are seeking, and what services they think are required to meet these goals.
9. Stability:
- a. Behavioral health service plans strive to minimize multiple placements,
  - b. Service plans identify whether a class member is at risk of experiencing a placement disruption and, if so, identify the steps to be taken to minimize or eliminate the risk,
  - c. Behavioral health service plans anticipate crises that might develop and include specific strategies and services that will be employed if a crisis develops,
  - d. In responding to crises, the behavioral health system uses all appropriate behavioral health services to help the child remain at home, minimize placement disruptions, and avoid the inappropriate use of the police and the criminal justice system, and



- e. Behavioral health service plans anticipate and appropriately plan for transitions in children’s lives, including transitions to new schools and new placements, and transitions to adult services.
10. Respect for the child and family’s unique cultural heritage:
    - a. Behavioral health services are provided in a manner that respects the cultural tradition and heritage of the child and family, and
    - b. Services are provided in Spanish to children and parents whose primary language is Spanish.
  11. Independence:
    - a. Behavioral health services include support and training for parents in meeting their child’s behavioral health needs, and support and training for children in self-management, and
    - b. Behavioral health service plans identify parents’ and children’s need for training and support to participate as partners in the assessment process, and in the planning, delivery, and evaluation of services, and provide that such training and support, including transportation assistance, advance discussions, and help with understanding written materials, will be made available.
  12. Connection to natural supports:
    - a. The behavioral health system identifies and appropriately utilizes natural supports available from the child and parents’ own network of associates, including friends and neighbors, and from community organizations, including service and religious organizations.

**NINE GUIDING PRINCIPLES FOR RECOVERY-ORIENTED ADULT BEHAVIORAL HEALTH SERVICES AND SYSTEMS**

1. Respect - Respect is the cornerstone. Meet the person where they are without judgment, with great patience and compassion.
2. Persons in recovery choose services and are included in program decisions and program development efforts - A person in recovery has choice and a voice. Their self-determination in driving services, program decisions and program development is made possible, in part, by the ongoing dynamics of education, discussion, and evaluation, thus creating the “informed consumer” and the broadest possible palette from which choice is made. Persons in recovery should be involved at every level of the system, from administration to service delivery.
3. Focus on individual as a whole person, while including and/or developing natural supports - A person in recovery is held as nothing less than a whole being: capable, competent, and respected for their opinions and choices. As such, focus is given to empowering the

greatest possible autonomy and the most natural and well-rounded lifestyle. This includes access to and involvement in the natural supports and social systems customary to an individual's social community.

4. Empower individuals taking steps towards independence and allowing risk taking without fear of failure - A person in recovery finds independence through exploration, experimentation, evaluation, contemplation and action. An atmosphere is maintained whereby steps toward independence are encouraged and reinforced in a setting where both security and risk are valued as ingredients promoting growth.
5. Integration, collaboration, and participation with the community of one's choice - A person in recovery is a valued, contributing member of society and, as such, is deserving of and beneficial to the community. Such integration and participation underscores one's role as a vital part of the community, the community dynamic being inextricable from the human experience. Community service and volunteerism is valued.
6. Partnership between individuals, staff and family members/natural supports for shared decision making with a foundation of trust - A person in recovery, as with any member of a society, finds strength and support through partnerships. Compassion-based alliances with a focus on recovery optimization bolster self-confidence, expand understanding in all participants and lead to the creation of optimum protocols and outcomes.
7. Persons in recovery define their own success - A person in recovery – by their own declaration – discovers success, in part, by quality of life outcomes, which may include an improved sense of well-being, advanced integration into the community, and greater self-determination. Persons in recovery are the experts on themselves, defining their own goals and desired outcomes.
8. Strengths-based, flexible, responsive services reflective of an individual's cultural preferences - A person in recovery can expect and deserves flexible, timely and responsive services that are accessible, available, reliable, accountable and sensitive to cultural values and mores. A person in recovery is the source of their own strength and resiliency. Those who serve as supports and facilitators identify, explore and serve to optimize demonstrated strengths in the individual as tools for generating greater autonomy and effectiveness in life.
9. Hope is the foundation for the journey towards recovery - A person in recovery has the capacity for hope and thrives best in associations that foster hope. Through hope, a future of possibility enriches the life experience and creates the environment for uncommon and unexpected positive outcomes to be made real. A person in recovery is held as boundless in potential and possibility.

# Multispecialty Interdisciplinary Clinics

## **CHILDREN'S REHABILITATIVE SERVICES (CRS) PROVIDER: MULTISPECIALTY INTERDISCIPLINARY CLINICS**

If your child is diagnosed with certain conditions, they are eligible for services from special providers through a program called Children's Rehabilitative Services (CRS). These providers are called Multispecialty Interdisciplinary Clinics. Members with qualifying CRS conditions may choose to obtain services from any in-network Health Plan contracted provider; including, Multispecialty Interdisciplinary Clinics (MSICs) which serve as Health Homes that provide multi-specialty services to members with complex needs. At the MSIC, you and your family can see all of your medical specialists, benefit from community involvement and conveniently receive support services in one location.

Arizona Complete Health-Complete Care Plan can provide additional information and answer questions about MSICs, please call 1-888-788-4408, TTY/TDY: 711 to speak to a Member Services representative.

If AHCCCS determines that your child is eligible for the CRS program, your child will be enrolled in a plan with a CRS provider.

Once your child is a CRS Member, your child will receive an Identification (ID) card from Arizona Complete Health-Complete Care Plan. The ID card has your child's name, CRS ID number, and other important information.

The type of CRS medical provider who will treat your child's condition will depend on your child's special health care need. Your child's CRS medical provider may be one of the following:

- Surgeon: General pediatric surgeon, Cardiovascular and thoracic surgeon, Ear, Nose and Throat (ENT) surgeon, Neurosurgeon, Ophthalmology surgeon, Orthopedic surgeons (general, hand, scoliosis, amputee), Plastic surgeons
- Medical Specialist: Cardiologist, Neurologist, Rheumatologist, General Pediatrician, Geneticist, Urologist, Metabolic Specialist
- Dental Provider: Dentist, Orthodontist

For more details on the clinic's specialties, you can visit the clinic's website or contact the clinic directly; or you may call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711. CRS Multispecialty Interdisciplinary Clinics are at the following locations:

### **DMG Children's Rehabilitative Services**

71 Arizona Complete Health-Complete Care Plan Member Services 1-888-788-4408, TTY/TDY: 711  
Website: [azcompletehealth.com/completecare](http://azcompletehealth.com/completecare)

3141 N. 3rd Ave  
Phoenix, AZ 85013  
1-602-914-1520

[www.dmgcrs.org](http://www.dmgcrs.org)

DMG Children's Rehabilitative Services specializes in the following services: Audiology, Cardiology, Endocrinology, ENT, Gastroenterology, Genetics, Lab and X-Ray, Neurology, Neurosurgery, Nutrition, Occupational Therapy, Ophthalmology, Orthopedics, Pediatric Surgery, Physical Therapy, Plastic Surgery, Primary Care, Psychology, Rheumatology, Scoliosis, Speech and Language Rehabilitation, and Urology.

### **Children's Clinics**

Square & Compass Building  
2600 North Wyatt Drive  
Tucson, AZ 85712  
1-520-324-5437  
1-800-231-8261

[www.childrensclinics.org](http://www.childrensclinics.org)

Children's Clinics specializes in the following services: Anesthesiology, Audiology, Cardiology, Child Life, Dental and Orthodontia, Educational Support, Endocrinology, ENT, Gastrointestinal, Genetics, Lab and X-Ray, Hematology, Nephrology, Neurosurgery, Nursing Services, Nutrition, Occupational Therapy, Orthopedics, Ophthalmology, "Our Best Friends" Pet Therapy Program, Patient and Family Services, Pediatric Surgery, Physical Medicine, Physical Therapy, Plastic Surgery, Primary Care, Psychology, Pulmonology, Rheumatology, Speech and Language Therapy, and Urology.

### **Children's Rehabilitative Services**

1200 North Beaver  
Flagstaff, AZ 86001  
1-928-773-2054  
1-928-779-3366

[www.flagstaffmedicalcenter.com](http://www.flagstaffmedicalcenter.com) or <https://nahealth.com/>

Flagstaff Medical Center specializes in the following services: Audiology, Bariatric Surgical Weight Loss, Behavioral Health, Cancer Centers, Children's Health Center, Diabetes, Emergency Care, Endocrinology, Gastroenterology, Surgical Services, Fit Kids, Heart and Vascular, Infectious Diseases, Neurology, Nutrition Services, Ophthalmology, Orthopedics, Pulmonary, Renal Services, Sleep Center, Trauma Services, EntireCare Therapy, and Urology.

### **Children's Rehabilitative Services**

2400 Avenue A  
Yuma, AZ 85364

1-928-336-7095

1-928-336-2777

[www.yumaregional.org](http://www.yumaregional.org)

Yuma Regional Medical Center specializes in the following services: Cardiology, Gastroenterology, Neonatal ICU, Nephrology, Neurology, Rheumatology, Surgery, and Urology.

### **HOW TO MAKE, CHANGE OR CANCEL AN APPOINTMENT WITH A MULTISPECIALTY INTERDISCIPLINARY CLINICS (MSIC)**

Your child needs to have an appointment to see a CRS provider. If you don't make an appointment and just show up, the provider may not be able to see your child. When you call the Multispecialty Interdisciplinary Clinics (MSIC) to make an appointment, be ready to tell the person on the phone:

- Your child's name
- Your child's AHCCCS ID number, and
- The reason your child needs an appointment.

Your child's appointment will be made based on when your provider needs to see your child or within 45 days. If your child has an urgent need, your child can see your provider sooner. If you think your child's appointment needs to be made sooner, you can ask to be seen at an earlier date. Please tell the provider why you think your child needs to be seen quickly and ask for an earlier appointment.

If you need to cancel or change an appointment, please tell your child's provider or your clinic at least one day before the appointment. If you need to cancel an appointment, please be sure to make an appointment for another time. If you need assistance with making, canceling, or rescheduling an appointment, please call Member Services at 1-888-788-4408, TTY/TDY: 711.

## Children's Rehabilitative Services (CRS)

### **What is CRS?**

Children's Rehabilitative Services (CRS) is a designation given to certain AHCCCS members who have qualifying health conditions. Members with a CRS designation can get the same AHCCCS covered services as non-CRS AHCCCS members and are able to get care in the community, or in clinics called multispecialty interdisciplinary clinics (MSIC). MSICs bring many specialty providers together in one location. Your health plan will assist a member with a CRS designation with closer care coordination and monitoring to make sure special healthcare needs are met.

Eligibility for a CRS designation is determined by the AHCCCS Division of Member Services (DMS).

## Who is Eligible for a CRS Designation?

AHCCCS members may be eligible for a CRS designation when they are:

- Under age 21; and
- Have a qualifying CRS medical condition

### **The medical condition must:**

- Require active treatment; and
- Be found by AHCCCS DMS to meet criteria as specified in R9-22-1301-1305.

A CRS applicant must be eligible for AHCCCS to receive a CRS designation. If the CRS applicant is not currently an AHCCCS member they must apply for AHCCCS:

- Online at: [www.Healtharizonaplus.gov](http://www.Healtharizonaplus.gov) or
- Call AHCCCS toll free at 1-855-HEA-PLUS (toll-free 1-855-432-7587)

Anyone can fill out a CRS application including a family member, doctor, or health plan representative. To apply for a CRS designation mail or fax:

- A completed CRS application; and  
Medical documentation that supports that the applicant has a CRS qualifying condition that requires active treatment. The mailing address and fax number can be found on the CRS application.  
The AHCCCS CRS Unit can assist with completing the CRS application. You can contact the CRS Unit at: 602-417-4545 or 1-855-333-7828.

Arizona Complete Health-Complete Care Plan will provide medically necessary care for physical and behavioral health services and care for the CRS condition.

## **CONDITIONS COVERED THROUGH THE CRS PROGRAM**

CRS covers many chronic and disabling health conditions. Some of the eligible conditions include, but are not limited to:

- Cerebral palsy
- Club feet
- Dislocated hips
- Cleft palate
- Scoliosis
- Spina bifida
- Heart conditions due to congenital anomalies
- Metabolic disorders
- Neurofibromatosis
- Sickle cell anemia
- Cystic Fibrosis

### **EARLY CHILDHOOD SERVICES\***

If you are concerned that your child is not growing like other children of the same age, tell your pediatrician or family doctor. Your doctor can refer you to specialists to learn if your child is on track with talking, moving, using hands and fingers, seeing and hearing. If your child is behind in one or more of these areas, services are available to help you help your child improve in these areas. The doctor may refer you to the Arizona Early Intervention Program (AzEIP) if your child is birth to three years of age and has a delay. To learn more about other community programs for children with special needs call Member Services at 1-888-788-4408, TTY/TDY: 711.

\*A well-child visit/check is the same as an EPSDT.

### **HEAD START**

Arizona Head Start Programs provide high quality programs for preschool age children that include early childhood education, nutrition, health, mental health, disabilities and social services. In some areas there are early Head Start programs for infants and toddlers three years of age. There are Head Start Services at over 500 locations throughout the State of Arizona. For more information about the Head Start nearest you, call 1-866-763-6481. You will need your address and zip code when you call.

### **DEVELOPMENTAL SCREENING TOOLS**

Developmental screening tools used by PCPs providing care for children include:

- For members who are 9, 18 and 24 months of age, the Parent's Evaluation of Developmental Status (PEDS) tool and the Ages and Stages Questionnaire (ASQ).
- For members 16-30 months of age, the Modified Checklist for Autism in Toddlers (MCHAT), to screen for autism when medically indicated.

## Member Advocacy Council

You will find Arizona Complete Health-Complete Care Plan's Advocate Team at work in community coalitions, committees, and workgroups promoting and protecting your rights as an AHCCCS member. Our advocacy team also holds monthly Member Advocacy Council meetings. This is an opportunity to have your voice heard and to learn about changes or updates in your health plan. In addition to our monthly Advocacy Councils, there are several more ways you can provide your voice. You can participate in your provider agency's Advisory Council. You can sit on one of our internal committees. You can even join us on our Governance Committee.

Please contact us at [AzCHAdvocates@azcompletehealth.com](mailto:AzCHAdvocates@azcompletehealth.com) to learn more on advocacy or to be a part of our Member Advocacy Council. You may also contact Member Services by calling 1-888-788-4408, TTY/TDY: 711 and ask to speak to a Member Advocacy Council representative.

Arizona Complete Health-Complete Care Plan’s Advocate Team is made up of the following staff:

Member Advocacy Administrator	Oversees Arizona Complete Health-Complete Care Plan’s Advocacy team and works with members with special healthcare needs, families, youth, advocates and key stakeholders to promote and protect their rights. Works closely with regional Human Rights Committees and the Office of Human Rights.
Adult Behavioral Health Member Advocate	Focused on promoting and protecting the rights of adult members receiving behavioral health services. This includes Special Assistance and the Office of Human Rights.
Child Behavioral Health Member Advocate	Focused on promoting and protecting the rights of child members receiving behavioral health services and their family.
Veteran Member Advocate	Focused on promoting and protecting the rights of our veteran members receiving physical and/or behavioral health services.
CRS Member Advocate	Focused on promoting and protecting the rights of our members receiving physical and/or behavioral health services through the CRS program. Children’s Rehabilitative Services (CRS) is an Arizona program that provides medical treatment to AHCCCS members with CRS-qualifying conditions. CRS members receive the same AHCCCS covered services as non-CRS AHCCCS members. Services are provided for the CRS condition and other medical and behavioral health services for most CRS members. CRS members are able to receive care in the community, or in multispecialty interdisciplinary clinics (MSICs).

## Approval and Denial Process

Some medical and behavioral health services may need Prior Authorization. Prior Authorization means your doctor has requested permission for you to get a special service or referral. We must approve these requests before the delivery of services. For example, non-emergency hospital admissions or others such as:

- Behavioral Health Inpatient Facility
- Behavioral Health Residential Facility



- Home Care Training to Home Care Clients (HCTC)
- Psychological and Neuropsychological Testing
- Electroconvulsive Therapy (ECT)
- Non-emergency out of network services/treatments
- Some medications, check the list of approved medications (formulary)
- MRI, MRA, PET scans
- Special lab work, genetics
- Surgeries, pre-scheduled
- Dialysis
- Some Outpatient procedures and surgeries
- Transplant
- Bio pharmacy (Buy and Bill)

If they do, your provider will arrange for authorization for these services. We must review these authorization requests before you can get the service.

**If you or your provider would like a referral to a service that is not a covered benefit, please call Member Services at 1-888-788-4408, TTY/TDY: 711 so we can discuss other options available to you.**

**Prior Authorization is approved based on a review of medical need.**

Your provider will let you know when authorization is obtained. You can also call Member Services to find out the status of the request. We will let you know by mail if authorization is denied. In the letter, you will have instructions on how to file an appeal. The letter will describe the reason for the denial. If you have a question about the denial and need help, please call Member Services at 1-888-788-4408, TTY/TDY: 711. Please see the section titled *“Complaints: What Should I Do if I Am Unhappy?”* in this handbook for more information about filing an appeal about a denied authorization.

**The criteria that decisions are based on are available upon request.**

## In-Network Referrals and Freedom of Choice of Providers

Arizona Complete Health-Complete Care Plan offers you the freedom of choice in selecting providers in our network. You may change your PCP or other provider at any time, and you may choose a different PCP or provider for each family member that is in our network.

You need to use providers that are part of the Arizona Complete Health-Complete Care Plan network. You can find Arizona Complete Health-Complete Care Plan contracted in-network providers on our website at [azcompletehealth.com/completecare](http://azcompletehealth.com/completecare) or by calling Member Services at 1-888-788-4408, TTY/TDY: 711.

## Copayments

Some people who get AHCCCS Medicaid benefits are asked to pay copayments for some of the AHCCCS medical services that they receive.

\*NOTE: Copayments referenced in this section means copayments charged under Medicaid (AHCCCS). It does not mean a person is exempt from Medicare copayments.

### **THE FOLLOWING PERSONS ARE NOT ASKED TO PAY COPAYMENTS:**

- People under age 19,
- People determined to be Seriously Mentally Ill (SMI),
- An individual designated eligible for Children's Rehabilitative Services (CRS) pursuant to as A.A.C. Title 9, Chapter 22, Article 13,
- ACC, CHP, and RBHA members who are residing in nursing facilities or residential facilities such as an Assisted Living Home and only when member's medical condition would otherwise require hospitalization. The exemption from copayments for these members is limited to 90 days in a contract year,
- People who are enrolled in the Arizona Long Term Care System (ALTCS),
- People who are Qualified Medicare Beneficiaries,
- People who receive hospice care,
- American Indian members who are active or previous users of the Indian Health Service, tribal health programs operated under Public Law 93-638, or urban Indian health programs,
- People in the Breast and Cervical Cancer Treatment Program (BCCTP),
- People receiving child welfare services under Title IV-B on the basis of being a child in foster care or receiving adoption or foster care assistance under Title IV-E regardless of age,
- People who are pregnant and throughout postpartum period following the pregnancy, and
- Individuals in the adult Group (for a limited time\*\*).

**\*\*NOTE:** For a limited time persons who are eligible in the Adult Group will not have any copays. Members in the Adult Group include persons who were transitioned from the AHCCCS Care program as well as individuals who are between the ages of 19-64, and who

133% of the Federal Poverty Level (FPL) and who are not AHCCCS eligible under any other category. Copays for persons in the Adult Group with income over 106% FPL are planned for the future. Members will be told about any changes in copays before they happen.

**IN ADDITION, COPAYMENTS ARE NOT CHARGED FOR THE FOLLOWING SERVICES FOR ANYONE:**

- Hospitalizations,
- Emergency services,
- Family Planning services and supplies,
- Pregnancy related health care and health care for any other medical condition that may complicate the pregnancy, including tobacco cessation treatment for pregnant women,
- Preventive services, such as well visits, pap smears, colonoscopies, mammograms and immunizations,
- Provider preventable services, and  
Services received in the emergency department.

**PEOPLE WITH OPTIONAL (NON-MANDATORY) COPAYMENTS**

Individuals eligible for AHCCCS through any of the programs below may be charged non-mandatory copays, unless:

- They are receiving one of the services above that cannot be charged a copay, or
- They are in one of the groups above that cannot be charged a copay.

Non-mandatory copays are also called optional copays. If a member has a non-mandatory copay, then a provider cannot deny the service if the member states that s/he is unable to pay the copay. Members in the following programs may be charged non-mandatory copay by their provider:

- AHCCCS for Families with Children (1931),
- Young Adult Transitional Insurance (YATI) for young people in foster care,
- State Adoption Assistance for Special Needs Children who are being adopted,
- Receiving Supplemental Security Income (SSI) through the Social Security Administration for people who are age 65 or older, blind or disabled,
- SSI Medical Assistance Only (SSI MAO) for individual who are age 65 or older, blind or disabled,
- Freedom to Work (FTW).

Ask your provider to look up your eligibility to find out what copays you may have. You can also find out by calling Arizona Complete Health-Complete Care Plan member services. You can also check the Arizona Complete Health-Complete Care Plan website for more information. AHCCCS members with non-mandatory copays may be asked to pay the following non-mandatory copayments for medical services:

**OPTIONAL (NON-MANDATORY) COPAYMENT AMOUNTS FOR SOME MEDICAL SERVICES**

SERVICE	COPAYMENT
Prescriptions	\$2.30

Out-patient services for physical, occupational and speech therapy	\$2.30
Doctor or other provider outpatient office visits for evaluation and management of your care	\$3.40

Medical providers will ask you to pay these amounts but will **NOT** refuse you services if you are unable to pay. If you cannot afford your copay, tell your medical provider you are unable to pay these amounts so you will not be refused services.

### **PEOPLE WITH REQUIRED (MANDATORY) COPAYMENTS**

Some AHCCCS members have required (or mandatory) copays unless they are receiving one of the services above that cannot be charged a copay or unless they are in one of the groups above that cannot be charged a copay. Members with required copays will need to pay the copays in order to get the services. Providers can refuse services to these members if they do not pay the mandatory copays. Mandatory copays are charged to persons in Families with Children that are no Longer Eligible Due to Earnings - also known as Transitional Medical Assistance (TMA)

Adults on TMA have to pay required (or mandatory) copays for some medical services. If you are on the TMA Program now or if you become eligible to receive TMA benefits later, the notice from DES or AHCCCS will tell you so. Copays for TMA members are listed below.

### **Required (Mandatory) Copayment Amounts for Persons Receiving TMA Benefits**

<b>Service</b>	<b>Copayment</b>
Prescriptions	\$2.30
Doctor or other provider outpatient office visits for evaluation and management of your care	\$4.00
Physical, Occupational and Speech Therapies	\$3.00
Outpatient Non-emergency or voluntary surgical procedures	\$3.00

Pharmacists and Medical Providers can refuse services if the copayments are not made.

### **5% Limit on All Copayments**

The amount of total copays cannot be more than 5% of the family's total income (before taxes and deductions) during a calendar quarter (January through March, April through June, July through September, and October through December.) The 5% limit applies to both nominal and required copays.

AHCCCS will track each member's specific copayment levels to identify members who have reached the 5% copayment limit. If you think that the total copays you have paid are more than 5% of your family's total quarterly income and AHCCCS has not already told you this has happened, you should send copies of receipts or other proof of how much you have paid to AHCCCS, 801 E. Jefferson, Mail Drop 4600, Phoenix, Arizona 85034.

If you are on this program but your circumstances have changed, contact your local DES office to ask them to review your eligibility. Members can always request a reassessment of their 5% limit if their circumstances have changed.

### **PAYING FOR COVERED SERVICES**

Only in very limited circumstances should you be asked to pay for covered services. Doctors, hospitals, and pharmacies can verify your coverage through AHCCCS or by calling Arizona Complete Health-Complete Care Plan Member Service. If you have been asked to pay for a covered service or if you have received a bill for covered services, please contact Member Services at 1-888-788-4408, TTY/TDY: 711 to discuss your options for reimbursement.

### **PAYING FOR NON-COVERED SERVICES**

We will only cover care approved by our plan, unless it is an Emergency Service. If you obtain a service or prescription that is not covered by our plan, Arizona Complete Health-Complete Care Plan will not be responsible for payment.

## Coordination of Benefits (COB)

AHCCCS is the payor of last resort. This means AHCCCS shall be used as a source of payment for covered services only after all other sources of payment have been exhausted.

If you are a member with “other insurance” or are “dual eligible” (which means that you also have Medicare coverage), please take a moment to call Member Services at 1-888-788-4408, TTY/TDY: 711 to let us know. When you call us, we will make sure we have the other insurance listed in our system.

You may also call the AHCCCS eligibility office to let them know. AHCCCS will then pass the information on to us. Remember, this also includes insurance coverage through divorce or if your child has insurance that is paid by your former spouse. Sometimes, members with other types of insurance such as Tricare or other commercial plans are approved for AHCCCS. We are responsible for making any co-payment, coinsurance or deductibles, even if the services are provided outside of our network.

If a third party insurer (other than Medicare) requires the member to pay any co-payment, coinsurance or deductible, we are responsible for paying the lesser of the difference between:

- The Primary Insurance Paid amount and the Primary Insurance Rate (i.e., the member’s co-payment required under the Primary Insurance).

OR

- The Primary Insurance Paid amount and the AHCCCS Fee for Service Rate, even if the

services are provided outside of the network.

We are not responsible for paying coinsurance and deductibles that are more than what we would have paid for the entire service per the contract with the provider performing the service, or the AHCCCS equivalent

Arizona Complete Health-Complete Care Plan takes reasonable measures to find out who may be legally required to pay all or part of covered services. This is called establishing liability.

The two methods used for coordination of benefits are Cost Avoidance and Post-Payment Recovery.

Cost avoidance means that we avoid paying the cost of services on a claim if we have established that there is a liable party, such as other insurance that should be covering the cost.

Post-Payment Recovery means that if we find out that there was a liable party after we have paid a claim, we will recover the cost of that claim.

AHCCCS is the payor of last resort unless specifically prohibited by applicable state or federal law. This means AHCCCS shall be used as a source of payment for covered services only after all other sources of payment have been exhausted. Arizona Complete Health-Complete Care Plan will take reasonable measures to identify potentially legally liable third-party sources.

## Special Information for Our Members Who Have Medicare Coverage

If you are a “dual eligible” member, it often means that you have additional benefits that may not be covered under AHCCCS. When we know about your other insurance, it helps us coordinate the care you receive with the other plan.

If you have Medicare coverage and you see a doctor that is out of our network, the charges may not be covered. Arizona Complete Health-Complete Care Plan may not pay for services if you decide to see a doctor outside of our network without our prior authorization. If you would like to see a doctor outside of our network, please call our Member Services at 1-888-788-4408, TTY/TDY: 711 to discuss your options. It is important that you work with your PCP to be referred to the right doctors. We will not cover copays or deductibles for services provided outside of the network without Prior Authorization.

Prior Authorization is not required for emergency services.

Dual eligible members have a choice of all providers in the network and are not restricted to those that accept Medicare.

**Why should you call Member Services and let us know about the different coverage that you have?** Because it will help you get the maximum benefits from both insurance plans!

### **IMPORTANT INFORMATION FOR AHCCCS MEMBERS WITH MEDICARE PART D COVERAGE (DUAL ELIGIBLE MEMBERS)**

Medicaid does not cover most medications covered by Medicare Part D and does not pay for Medicare copayments, coinsurance, or the deductible for Medicare Part D medications except for members with serious mental illness (SMI). Special exceptions to this rule may apply to members who have either exhausted their Part A coverage, or only have Part B benefits. AHCCCS covers medications that are excluded from coverage under Medicare Part D when medically necessary. An excluded drug is a medication that is not eligible for coverage under Medicare Part D. AHCCCS may cover some medications that are Over-the-Counter, refer to the Arizona Complete Health-Complete Care Plan Over-the Counter Drug List for a list of products available on our website at <https://www.azcompletehealth.com/members/medicaid/benefits-services/pharmacy.html> or call Member Services at 1-888-788-4408, TTY/TDY: 711 to request a printed copy.

### **Timeframes for Service Authorization and Medication**

Service authorization decisions have to be completed in the timeframes shown below and do not follow the same timeframes used for other types of requests.

Service Authorization Decision Timeframe for Medicines – no later than 24 hours from receiving it.

Final decision no later than seven working days from the first day of the request.

When the prior authorization request for a medicine does not have enough information to make a decision, Arizona Complete Health-Complete Care Plan will ask for more information from the prescriber no later than 24 hours from the time it is received. A final decision and a Notice of Adverse Benefit Determination will be given no later than seven working days from the first date of the request

Standard Authorization Decision Timeframe for Service Authorization Requests that do not refer to Medicines - as expeditiously as the member's condition requires but no later than 14 calendar days from the day the request is received

Standard Service Authorization requests (requests that do not involve medicines), Arizona Complete Health-Complete Care Plan may give 14 more days, for a total of up to 28 calendar days from the day the request was made.

Expedited Service Authorization Decision Timeframe for Service Authorization Requests that do not refer to medicines - as expeditiously as the member's condition requires but no later than 72 hours from receiving it.

For an expedited Service Authorization Request not involving medicines, Arizona Complete Health-Complete Care Plan may give 14 more days, for a total of up to 17 calendar days from the day the request was made.

# Complaints: How to File a Complaint If I Am Unhappy

## **GRIEVANCES AND APPEALS**

If you are dissatisfied with your services or disagree with a decision made about your services, make your voice heard by contacting the Arizona Complete Health-Complete Care Plan Grievance and Appeals Department. You always have the right to file a complaint (grievance) and we are here to support you. The Arizona Complete Health-Complete Care Plan Grievance and Appeals Department will help you with the process for filing a complaint (grievance) or an appeal. Arizona Complete Health-Complete Care Plan staff can provide reasonable assistance to members in completing the steps necessary to file a complaint (grievance). There are no time limits for filing a complaint (grievance).

## **DISSATISFIED WITH YOUR CARE?**

If you are not happy with your care you may file a complaint (grievance). A complaint is also known as a grievance. You may file a complaint (grievance) against a service provider or against Arizona Complete Health-Complete Care Plan. You may also file a complaint (grievance), appeal or request a hearing about any Crisis services you may have received through Arizona Complete Health-Complete Care Plan's Regional Behavioral Health Authority (RBHA). Examples of complaints (grievances) include delays in services and dissatisfaction with the quality of care or quality of service you received.

You may also file a complaint (grievance) if you received a Notice of Adverse Benefit Determination that you do not understand or is not correct. If Arizona Complete Health-



Complete Care Plan does not resolve your concern about the Notice, you may also contact AHCCCS Medical Management at [MedicalManagement@azahcccs.gov](mailto:MedicalManagement@azahcccs.gov).

You may also file a complaint (grievance) by calling the Member Services Department between 8:00 a.m. and 5:00 p.m. at 1-888-788-4408 or TTY/TDY: 711.

You may also file a complaint (grievance) in person or in writing. You may file your complaint (grievance) in writing by mailing it to:

**Arizona Complete Health-Complete Care Plan  
Attn: Grievance and Appeals Department  
1870 W. Rio Salado Parkway  
Tempe, AZ 85281**

Once filed, your complaint (grievance) will be reviewed and a response will be provided no later than 90 days from the date that you contacted us. In most cases we will complete our review and provide a response within 10 calendar days.

#### **DISSATISFIED WITH A DECISION?**

If you are not happy with a decision made about your services, you may file an Appeal. An appeal is a formal request to review a decision about your services. If you receive a Notice of Adverse Benefit Determination, you have the right to file an appeal. A Notice of Adverse Benefit Determination is a written letter that explains a decision about your services. Even if you did not receive a Notice of Adverse Benefit Determination, you may have the right to file an appeal.

You have appeal rights regarding any covered service we provide; this includes appeals for Title XIX / AHCCCS eligible members and appeals for members who are not enrolled as a person with Serious Mental Illness and are Non-Title XIX / XXI eligible.

#### **HOW DO I FILE AN APPEAL?**

Appeals can be filed orally or in writing within 60 days after the date of a Notice of Adverse Benefit Determination or Notice of Decision and Right to Appeal. The Notice explains to you how to file an appeal and what the deadline is for filing an appeal. However, if you have any questions the Arizona Complete Health-Complete Care Plan Grievance and Appeal Department is available to assist you. To reach a Grievance and Appeal Department representative, please contact Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711.

You or your legal representative can file an appeal. An authorized representative, including a provider, can also file an appeal for you with your written permission. You can also get help with filing an appeal by yourself.

In some cases, Arizona Complete Health-Complete Care Plan will review an appeal on an expedited basis. An expedited appeal is resolved within 72 hours due to the urgent health needs of the person filing the appeal. Contact Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711 or your provider to see if your appeal will be expedited. If your appeal is not expedited it will be resolved within 30 calendar days of the date it is received.

To file an appeal orally or for help with filing a written appeal, call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 or TTY/TDY: 711. To file an appeal by mail, send your appeal and documentation to:

**Arizona Complete Health-Complete Care Plan**  
**Attn: Grievance & Appeal Department**  
**1870 W. Rio Salado Parkway**  
**Tempe, AZ 85281**

You will get written notice that your appeal was received within 5 business days. If your appeal is expedited, you will get notice that your appeal was received within 1 business day. If Arizona Complete Health-Complete Care Plan has decided that your appeal does not need to be expedited, your appeal will follow the standard appeal timelines. Arizona Complete Health-Complete Care Plan will make reasonable efforts to give you prompt oral notice of the decision not to expedite your appeal and follow up within 2 calendar days with a written notice.

### **WHAT CAN I APPEAL?**

You have the right to ask for a review of the following adverse benefit determinations:

- The denial or limited approval of a service asked for by your provider or clinical team;
- The reduction, suspension, or termination of a service that you were receiving;
- The denial, in whole or part, of payment for a service;
- The failure to provide services in a timely manner;
- The failure to act within timeframes for resolving an appeal or complaint; and
- The denial of a request for services outside of the provider network when services are not available within the provider network.

### **WHAT HAPPENS AFTER I FILE AN APPEAL?**

As part of the appeal process, you have the right to give evidence that supports your appeal. You can provide the evidence to Arizona Complete Health-Complete Care Plan in person or in writing. In order to prepare for your appeal, you may examine your case file, medical records, and other documents and records that may be used before and during the appeal process, as long as the documents are not protected from disclosure by law. If you would like to review these documents, contact your provider or Arizona Complete Health-Complete Care Plan. The evidence you give to Arizona Complete Health-Complete Care Plan will be used when deciding the resolution of the appeal.

### **HOW IS MY APPEAL RESOLVED?**

Arizona Complete Health-Complete Care Plan will give you a decision, called a Notice of Appeal Resolution, in person or by certified mail within 30 days of getting your appeal for standard appeals, or within 72 hours for expedited appeals. The Notice of Appeal Resolution is a written letter that tells you the results of your appeal.

The resolution date may be extended by up to 14 days. You or Arizona Complete Health-Complete Care Plan can ask for more time in order to gather more information. If Arizona Complete Health-Complete Care Plan asks for more time, you will be given written notice of the reason for the extension.

When we have completed our review, you will receive a Notice of Appeal Resolution that will tell you:

- The outcome of the appeal; and
- The reason(s) for the decision

If your appeal was denied, in whole or in part, then the Notice of Appeal Resolution will also tell you:

- How you can ask for a State Fair Hearing;
- How to ask that services continue during the State Fair Hearing process, if applicable;
- The reason why your appeal was denied and the legal basis for the decision to deny your appeal; and
- That you may have to pay for the services you get during the State Fair Hearing process if your appeal is denied at the State Fair Hearing.

### **WHAT CAN I DO IF I AM NOT HAPPY WITH MY APPEAL RESULTS?**

You can ask for a State Fair Hearing if you are not happy with the results of an appeal. If your appeal was expedited, you can ask for an expedited State Fair Hearing. **YOU HAVE THE RIGHT TO HAVE A REPRESENTATIVE OF YOUR CHOICE ASSIST YOU AT THE STATE FAIR HEARING.**

## **HOW DO I ASK FOR A STATE FAIR HEARING?**

You must ask for a State Fair Hearing in writing within 90 days of getting the Notice of Appeal Resolution. This includes both standard and expedited requests for a State Fair Hearing.

Requests for State Fair Hearings should be mailed to:

**Arizona Complete Health-Complete Care Plan  
Attn: Grievance and Appeal Department  
1870 W. Rio Salado Parkway  
Tempe, AZ 85281**

## **WHAT IS THE PROCESS FOR MY STATE FAIR HEARING?**

You will receive a Notice of State Fair Hearing at least 30 days before your hearing is scheduled.

The Notice of State Fair Hearing is a written letter that will tell you:

- The time, place and nature of the hearing;
- The reason for the hearing;
- The legal and jurisdictional authority that requires the hearing; and
- The specific laws that are related to the hearing.

## **HOW IS MY STATE FAIR HEARING RESOLVED?**

For standard State Fair Hearings, you will receive a written AHCCCS Director's Decision no later than 90 days after your appeal was first filed. This 90-day period does not include:

- Any timeframe extensions that you have requested; and
- The number of days between the date that you received the Notice of Appeal Resolution and the date your request for a State Fair Hearing was submitted.

The AHCCCS Director's Decision will tell you the outcome of the State Fair Hearing and the final decision about your services.

For expedited State Fair Hearings, you will receive a written AHCCCS Director's Decision within 3 working days after the date that AHCCCS receives your case file and appeal information from Arizona Complete Health-Complete Care Plan. AHCCCS will also try to call you to notify you of the AHCCCS Director's Decision.

## **WILL MY SERVICES CONTINUE DURING THE APPEAL/STATE FAIR HEARING PROCESS?**

You may ask that the services you were already getting continue during the appeal process or the State Fair Hearing process. If you want to keep getting the same services, you must ask for your services to be continued in writing. You must complete this request for continuation of

benefits within 10 calendar days from the date of the Notice of Adverse Benefit Determination or Notice of Appeal Resolution. If the result of the appeal or State Fair Hearing is not in your favor, you may have to pay for the services received during the appeal or State Fair Hearing process.

If you are a member that has been determined to have a Serious Mental Illness, please call Arizona Complete Health-Complete Care Plan and we can provide you additional information about your grievance and appeals rights.

#### DO YOU HAVE A MEDICARE PLAN PART D PLAN?

Every **Medicare Part D** plan must have an exception and appeal process. If you have Medicare Part D Prescription Drug coverage and you file an exception or appeal, you may be able to get a prescription drug that is not normally covered by your Part D plan. Contact your Part D plan for help in filing an exception or appeal regarding your prescription drug coverage.

## Member Rights

Our goal is to provide high-quality medical and behavioral health care. We also promise to listen, treat you with respect, and understand your individual needs. Members have rights and responsibilities. The following is a description of your rights as a Arizona Complete Health-Complete Care Plan member.

As a member, you have the right to:

- File a complaint about the managed care organization. Complaints can be filed with either Arizona Complete Health-Complete Care Plan or with AHCCCS.
  - To file a complaint with Arizona Complete Health-Complete Care Plan, please call Member Services at 1-888-788-4408, TTY/TDY: 711.
  - To file a complaint directly with AHCCCS, contact:

AHCCCS Member Services  
801 E Jefferson St  
Phoenix, AZ 85034  
602-417-7000 (Outside Maricopa County: 1-800-654-8713)  
E-mail: [MemberServices@azahcccs.gov](mailto:MemberServices@azahcccs.gov)

- Request information on the structure and operation of Arizona Complete Health-Complete Care Plan or our subcontractors
- You have the right to request information on whether or not Arizona Complete Health-Complete Care Plan has Physician Incentive Plans (PIP) that affect the use of referral services, the right to know the types of compensation arrangements Arizona Complete Health-Complete Care Plan uses, the right to know whether stop-loss insurance is required and the right to a summary of member survey results, in accordance with PIP regulation. You can make your request for this information by calling the Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408, TTY/TDY: 711. Know the types of compensation arrangements Arizona Complete Health-Complete Care Plan uses
- The right to be treated fairly regardless of race, ethnicity, national origin, religion, gender, age, behavioral health condition (intellectual) or physical disability, sexual orientation, gender identity, genetic information or ability to pay.
- Health Care Privacy (Confidentiality)  
There are laws about who can see your personal health information with or without your permission. Substance abuse treatment and communicable disease information (for example, HIV/AIDS information) cannot be shared with others without your written permission.

To help arrange and pay for your care, there are times when your information is shared without first getting your written permission. These times could include the sharing of information with:

- Physicians and other agencies providing health, social, or welfare services;
- Your medical primary care provider;
- Certain state agencies and schools following the law, involved in your care and treatment, as needed; and
- Members of the clinical team involved in your care.

At other times, it may be helpful to share your personal health information with other agencies, such as schools. Your written permission may be required before your information is shared.

There may be times that you want to share your health information with other agencies or certain individuals who may be assisting you. In these cases, you can sign an Authorization for the Release of Information Form, which states that your medical records, or certain limited portions of your medical records, may be released to the individuals or agencies that you name on the form. For more information about the Authorization for the Release of Information Form, contact Arizona Complete Health-Complete Care Plan at 1-888-788-4408, TTY/TDY: 711 or go to our website at [www.azcompletehealth.com/completecure](http://www.azcompletehealth.com/completecure).

- A second opinion for a qualified health professional within the network, or have a second opinion arranged outside the network, only if there is not adequate in-network coverage at no cost to the enrollee
- Receive information on available treatment options and alternatives, and the benefits and disadvantages of each choice, presented in a manner appropriate to your condition and ability to understand the information
- Be provided with information about formulating Advance Directives with your health care providers.
- You can ask to see the health information in your medical record. You can also ask that the record be changed if you do not agree with its contents. You can also receive one copy per year of your medical record at no cost to you. Contact your provider or Arizona Complete Health-Complete Care Plan to ask to see or get a copy of your medical record. Arizona Complete Health-Complete Care Plan Member Services can help you. Just call 1-888-788-4408, TTY/TDY: 711 to request a copy. You will receive a response to your request within 30 days. If you receive a written denial to your request, you will be provided with information about why your request to obtain your medical record was denied and how you can seek a review of that denial.
- Receive your request for medical records within thirty (30) days. This response will either be a copy of your records, or a reason for denying your request. If a request is denied, in whole or in part, we must give you a written denial within sixty (60) days that includes the reason for the denial, your rights to disagree, and your rights to include your amendment with any future disclosures of your health information as allowed by law. Your right to access medical records may also be denied if the information is psychotherapy notes, compiled for, or in a reasonable anticipation of a civil, criminal or administrative action, protected health information subject to Federal Clinical Laboratory Improvement Amendments of 1988 or exempt pursuant to 45 CFR Part 164.
- Amend or correct your medical records as allowed by law
- Be free from any restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive information on beneficiary and plan information
- Be treated with respect, and recognition of your dignity and right to privacy. We understand your need for privacy and confidentiality, including protection of any information that identifies you
- Participate in decision-making regarding your health care, including the right to refuse treatment from a provider and have a representative facilitate care or treatment decisions when you are unable to do so
- Have a list of available providers as part of Arizona Complete Health-Complete Care Plan's Provider Directory, including those who speak a language other than English and are able to accommodate members with disabilities
- Use any hospital or other setting for emergency care without approval
- Select a primary care physician (PCP) from Arizona Complete Health-Complete Care Plan's participating PCPs

- For members in a HCBS or a behavioral health residential setting that have completed an Advance Directive, the document must be kept confidential but be readily available. For example: in a sealed envelope attached to the refrigerator
- Have no restrictions on your freedom of choice among network providers
- Receive information in a language and format that you understand
- Be provided with information regarding grievance, appeals and request for hearing
- Have access to review medical records in accordance with applicable federal and state laws
- Request a copy of the Notice of Privacy Practices at no cost to you. The notice describes Arizona Complete Health-Complete Care Plan's privacy practices and how we use health information about you and when we may share that health information with others. Your health care information will be kept private and confidential. It will be given out only with your permission or if the law allows it.
- Respect and Dignity
  - Get your services in a safe environment;
  - You can get behavioral and medical services that support your personal beliefs, medical condition, and background in a language you understand
- Treatment Decisions
  - Receive information on treatment options and alternatives, appropriate to your condition, in a way that you are able to understand and allows you to participate in decisions about your health care;
  - Decide who you want with you during treatment and agree to or refuse treatment services, unless the services are court ordered

Arizona Complete Health-Complete Care Plan has a Notice of Privacy Practices (NPP) available at any time. You can access this NPP by visiting the Arizona Complete Health-Complete Care Plan website, or calling customer service at 1-888-788-4408, TTY/TDY: 711 to request a copy.

### **EXCEPTIONS TO CONFIDENTIALITY**

There are times when we cannot keep information confidential. The following information is not protected by the law:

- If you commit a crime or threaten to commit a crime at the program or against any person who works at the program, we must call the police.
- If you are going to hurt another person, we must let that person know so that they can protect themselves. We must also call the police.
- We must also report suspected child abuse to local authorities.



- If there is a danger that you might hurt yourself, we must try to protect you. If this happens, we may need to talk to other people in your life or other service providers (e.g., hospitals and other counselors) to protect you. Only necessary information to keep you safe is shared.

## What is Fraud, Waste and Abuse?

Fraud is any lie told on purpose that results in you or some other person receiving unnecessary benefits. This includes any act of fraud defined by Federal or State law.

Waste is over-utilization or inappropriate utilization of services, misuse of resources, or practices that result in unnecessary costs to the Medicaid Program.

Abuse describes practices that, either directly or indirectly, result in unnecessary costs.

**Penalties:** A person who is suspected of fraud and/or abuse of the AHCCCS system will be reported to AHCCCS. Penalties for people involved in fraud and/or abuse may be both civil and criminal.

### **Examples of Member Fraud include but are not limited to:**

- Lending or selling your AHCCCS Identification Card to anyone.
- Changing prescriptions written by any of our providers.
- Selling prescription drugs.
- Giving incorrect information on your AHCCCS application.

### **Examples of Provider Fraud include but are not limited to:**

- Use of the Medicaid system by someone who is inappropriate, unqualified, unlicensed or has lost their license.
- Providing unnecessary medical services.
- Not meeting professional standards for health care.
- Billing for appointments that do not happen.

**Abuse by a Member** consists of unnecessary costs to the program as a result of:

- Providing false materials or documents
- Leaving out important information

**Abuse by a Provider** consists of actions that are not wise business or medical practices and result in:

- Unnecessary costs to the program
- Payment for services that are not medically necessary

- Not meeting professional standards for health care
- Charging excessively for services or supplies.

#### **HOW TO REPORT FRAUD, WASTE AND ABUSE:**

If you suspect one of our providers or members of fraud, waste and abuse, please contact Arizona Complete Health-Complete Care Plan at 1-888-788-4408 or TTY/TDY: 711.

**You may also report Fraud, Waste and Abuse to AHCCCS at 1-602-417-4000 or toll free at 1-800-654-8713**

## Tobacco Education and Prevention

If you are thinking about quitting smoking, we can help you do this. You can enroll in a program to help you stop smoking through the Arizona Department of Health Services (ADHS).

- You can get coaching at no cost from the Arizona Smokers' Helpline (ASHLine) at 1-800-556-6222.
- You can go online at [www.ashline.org](http://www.ashline.org).
- You can get help making a plan to quit at <https://www.azdhs.gov/preparedness/epidemiology-disease-control/smoke-free-arizona/index.php>
- <https://www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php>

## Community Resources

Your plan covers many kinds of products to help you quit. These include prescription drugs and OTCs (over the counter). You must contact your Primary Care Provider (PCP) for any of these products, including OTCs. Your doctor will decide which one would be best for you. If you are under 18 years old, your doctor will need to get prior authorization (PA) for the drug you need. Your doctor will take care of this for you. Your plan covers up to a twelve week supply in a six month time period. The six month time period starts the date that you first get your drug from the pharmacy.

### **ARIZONA WOMEN INFANTS AND CHILDREN (WIC)**

WIC provides food, breastfeeding education, and information on healthy diet to women who are pregnant, infants, and children under five years old.

150 N. 18th Ave., Ste. 310, Phoenix, AZ 85007

Phone: 1-800-252-5942

Website: [www.azdhs.gov/azwic/](http://www.azdhs.gov/azwic/)

### **ARIZONA HEAD START**

Head Start is a great program that gets preschoolers ready for kindergarten. Preschoolers enrolled in Head Start will get healthy snacks and meals too. Head Start offers these services and more at no cost to you.

Phone: 602-338-0449

Website: [www.azheadstart.org](http://www.azheadstart.org)

### **ARIZONA EARLY INTERVENTION PROGRAM (AZEIP)**

The Arizona Early Intervention Program (AzEIP, pronounced Ay-zip), helps families of children with disabilities or developmental delays age birth to three years old. They provide support and can work with their natural ability to learn. To get help or learn more about AzEIP resources, call Arizona Complete Health-Complete Care Plan and ask for the Arizona Complete Health-Complete Care Plan AzEIP coordinator.

Phone: 602-532-9960

Website: [www.azdes.gov/AzEIP](http://www.azdes.gov/AzEIP)

### [Arizona at Work](#)

ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. For job seekers in state, they offer services and resources to seek employment opportunities.

Website: <https://arizonaatwork.com/>

### [Vocational Rehabilitation](#)

The Vocational Rehabilitation program provides offers a variety of services to those with disabilities. Their goal is to help a person enter the workforce or keep a job.

Website: <https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation>

**AREA AGENCY ON AGING**

Area Agency on Aging advocates, plans, coordinates, develops and delivers home-and-community based aging services for older adults and provides support assistance, accurate information, and local resources connections for family caregivers.

1366 East Thomas Road, Suite 108, Phoenix AZ 85014

Phone: (888) 783-7500

**ALZHEIMER'S ASSOCIATION**

The Alzheimer's Association provides education and resources to those affected by Alzheimer's disease.

Phone: (800) 272-3900

Website: <http://www.alz.org>

**AZ SUICIDE PREVENTION COALITION**

Arizona Suicide Prevention Coalition works to reduce suicidal acts in Arizona. Their mission is to change those conditions that result in suicidal acts in Arizona through awareness, intervention and action.

PO Box 10745

Phoenix, AZ 85064

Website: <http://www.azspc.org>

**NATIONAL SUICIDE PREVENTION HOTLINE**

National Suicide Prevention Hotline is committed to improving crisis services and suicide prevention by empowering individuals, using professional best practices, and building awareness.

Phone: (800) 273-8255

Website: <https://suicidepreventionlifeline.org/>

**TEEN LIFE LINE**

Teen Lifeline's a safe, confidential, crucial crisis service where teens help teens make healthy decisions through a 24-hour peer counseling crisis hotline and suicide prevention services.

1441 N. 12<sup>th</sup> Street

Phoenix, AZ 85006

Phone: (602) 248-8336

Phone: (800) 248-8336

Website: <https://teenlifeline.org/>

**Power Me A2Z**

Power Me A2Z provides vitamins to women in Arizona.

Website: <https://www.powermea2z.org/>

**ADHS Pregnancy and Breastfeeding Hotline**

The Arizona Department of Health Services Pregnancy and Breastfeeding Hotline offers information about pregnancy test sites, low-cost providers, breastfeeding supporting, vitamins with folic acid and TEXT4BABY resources.

Phone: 1-800-833-4642

**Fussy Baby/Birth to Five Helpline**

The Birth to Five Helpline is a service open to all Arizona families with young children looking for the latest child development information from experts in the field.

Phone: 877-705-KIDS (5437)

Website: <https://www.swhd.org/programs/health-and-development/birth-to-five-helpline/>

**Poison Control**

The Arizona Poison and Drug Information Center provides expert medical knowledge to Arizonans when they have a poison emergency.

Phone: 1-800-222-1222

Website: <https://azpoison.com/>

**Raising Special Kids**

Raising Special Kids exists to improve the lives of children with full range of disabilities, from birth to age 26. Raising Special Kids provides support, training, information, and assistance so families can become effective advocates for their children.

Phoenix Office

5025 E. Washington St #204

Phone: 602-242-4366

Tucson Office

Phone: 520-441-4007

Yuma Office

Phone: 928-444-8803

Toll Free: 800-237-3007

Website: <https://raisingspecialkids.org/about/contact-us>

**Strong Families AZ**

Strong Families AZ is a network of home visiting programs that help families raise children ready to succeed in school and life.

Website: <https://strongfamiliesaz.com/>

### **Postpartum Support International**

Postpartum Support International is dedicated to helping families suffering from postpartum depression, anxiety, and distress. Phone: 1-800-944-4773

Website: <https://www.postpartum.net/>

### **Opioid Assistance and Referral Line**

The Opioid Assistance and Referral Line offers patients, providers, and family members opioid information, resources, and referrals 24/7.

Phone: 1-888-655-4222

Website: <https://www.azdhs.gov/oarline/>

### **COMMUNITY INFORMATION AND REFERRAL**

Community Information and Referral is a call center that can help you find many community services. Food banks, clothes, shelters, help to pay rent and utilities Health care, pregnancy health, help when you or someone else is in trouble, support groups, counseling, and help with drug or alcohol problems.

Financial help, job training, transportation, education programs Adult day care, meals on wheels, respite care, home health care, transportation, homemaker services Childcare, after school programs, family help, summer camps and play programs, counseling, help with learning, protective services

Phone: 2-1-1

Website: [www.cir.org](http://www.cir.org) or <https://211arizona.org/>

### **AzDHS Dump the Drugs AZ**

App providing information on where to dispose of medications. Locate and get directions to the nearest site to safely dispose of unwanted prescription drugs.

Website: <https://azdhs.gov/gis/dump-the-drugs-az/>

### **HEALTH-E-ARIZONA PLUS**

AHCCCS and DES collaborated to develop a system to apply for AHCCCS Health Insurance, KidsCare, Nutrition Assistance and Cash Assistance benefits and to connect to the Federal Insurance Marketplace.

Website: <http://www.healtharizonaplus.gov>

### **ARIZONA DISABILITY BENEFITS 101 (DB101)**

DB101 helps people with disabilities and service providers understand the connections between work and benefits. DB101 will help you make informed choices and show you how you can

Website: <https://az.db101.org/>

## **AZLINKS.GOV**

AzLinks.gov offers assistance and information on aging and disability. Use AzLinks.gov to plan for the future or handle an immediate need. Our Az Links partner agencies in your community are there to help.

### **WEBSITE: [WWW.AZLINKS.GOV](http://WWW.AZLINKS.GOV)HEALTHY FAMILIES ARIZONA**

This program helps child-bearers have a healthy pregnancy and helps with child development, nutrition, safety and other things. A community health worker will go to the pregnant member's home to give them information and help with any concerns that they might have. The program starts while the member is pregnant, and can continue through the time that the baby is 5 years old.

1789 W. Jefferson St., Phoenix, AZ 85007

Phone: 602-542-4791

Website: <https://des.az.gov/services>

## **PIMA COUNCIL ON AGING**

Pima Council on Aging advocates, plans, coordinates, develops and delivers home-and-community based aging services for older adults and provides support assistance, accurate information, and local resources connections for family caregivers.

8467 East Broadway Blvd.

Tucson, AZ 85710

Phone: (520) 790-7262

Website: <https://www.pcoa.org/>

## **PINAL-GILA COUNCIL FOR SENIOR CITIZENS**

Pinal-Gila Council for Senior Citizens advocates, plans, coordinates, develops and delivers home-and-community based aging services for older adults and provides support assistance, accurate information, and local resources connections for family caregivers.

8969 W. McCartney Road, Casa Grande, Arizona, 85194

Phone: (520) 836-2758

Phone: (800) 293-9393

Website: <http://www.pgscsc.org/>

## **SEAGO AREA AGENCY ON AGING**

South Eastern Arizona Governments Organizations Area Agency on Aging advocates, plans, coordinates, develops and delivers home-and-community based aging services for older adults and provides support assistance, accurate information, and local resources connections for family caregivers.

Phone: (520) 432-2528 Ext. 220

Website: <https://www.agingcare.com/local/seago-agency-on-aging-bisbee-area-agency-on-aging-az>

### **NAMI ARIZONA (NATIONAL ALLIANCE ON MENTAL ILLNESS)**

NAMI Arizona has a HelpLine for information on mental illness, referrals to treatment and community services, and information on local consumer and family self-help groups throughout Arizona. NAMI Arizona provides emotional support, education, and advocacy to people of all ages who are affected by mental illness.

Phone: 480-994-4407

Website: <http://www.namiarizona.org/>

### **MENTALLY ILL KIDS IN DISTRESS (MIKID)**

MIKID provides support and help to families in Arizona with behaviorally challenged children, youth, and young adults. MIKID offers information on children's issues, internet access for parents, referrals to resources, support groups, educational speakers, holiday and birthday support for children in out of home placement, and parent-to-parent volunteer mentors.

Phone: 520-882-0142 (Pima);

928-344-1983 (Yuma)

Website: <http://www.mikid.org/>

### **CHILD AND FAMILY RESOURCES**

Child and Family Resources Programs include:

Child Care Resource & Referral, where parents call to get a list of child care centers

The Center for Adolescent Parents where teens who have had a child can earn their high school diploma or GED while receiving no cost, onsite childcare

Website: [www.childfamilyresources.org](http://www.childfamilyresources.org)

#### Child & Family Resources Headquarters

Angel Charity Building

2800 E. Broadway Blvd

Tucson, AZ 85716

(520) 881-8940

#### Casa Grande Office

1115 E. Florence Boulevard

Suite M

Casa Grande, AZ 85122

(520) 518-5292

#### Douglas

1151 16<sup>th</sup> Street Douglas, AZ 85607

(520) 368-6122



Nogales  
1827 N. Mastick Way  
Nogales, AZ 85621  
(520) 281-9303

Safford  
1491 W. Thatcher Boulevard  
Suite 106  
Safford, AZ 85546  
(928) 428-7231

Sierra Vista  
3965 E. Foothills Drive  
Suite E1  
Sierra Vista, AZ 85635  
(520) 458-7348

Yuma  
201 S. 3rd Ave.  
Yuma, AZ 85364  
(928) 783-4003  
(800) 929-8194

## Low Cost/Sliding Scale Health Care Providers

If you become ineligible for Medicaid and are not able to get other health insurance, you can visit this website to look for clinics that provide primary, mental, and dental health services at low or no cost to people without health insurance.

<https://www.azdhs.gov/prevention/health-systems-development/sliding-fee-schedule/index.php>

## Advocacy Information

A healthcare advocate is someone who works to promote and protect people's rights in the healthcare system. Arizona Complete Health-Complete Care Plan partners with advocates across Southern and Central Arizona to ensure your rights are upheld and your voice is heard.

Our advocacy team can help you through an appeal process on grievances, mediate problems with your health care provider, and connect with advocacy organizations.

Arizona Complete Health-Complete Care Plan’s Advocate Team is made up of the following staff:

<p>Member Advocacy Administrator</p>	<p>Oversees Arizona Complete Health-Complete Care Plan’s Advocacy team and works with members with special healthcare needs, families, youth, advocates and key stakeholders to promote and protect their rights. Works closely with regional Human Rights Committees and the Office of Human Rights.</p>
<p>Adult Behavioral Health Member Advocate</p>	<p>Focused on promoting and protecting the rights of adult members receiving behavioral health services. This includes Special Assistance and the Office of Human Rights.</p>
<p>Child Behavioral Health Member Advocate</p>	<p>Focused on promoting and protecting the rights of child members receiving behavioral health services and their family.</p>
<p>Veteran Member Advocate</p>	<p>Focused on promoting and protecting the rights of our veteran members receiving physical and/or behavioral health services.</p>
<p>CRS Member Advocate</p>	<p>Focused on promoting and protecting the rights of our members receiving physical and/or behavioral health services through the CRS program. Children’s Rehabilitative Services (CRS) is an Arizona program that provides medical treatment to AHCCCS members with CRS-qualifying conditions. CRS members receive the same AHCCCS covered services as non-CRS AHCCCS members. Services are provided for the CRS condition and other medical and behavioral health services for most CRS members. CRS members are able</p>

	to receive care in the community, or in multispecialty interdisciplinary clinics (MSICs).
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Some advocacy organizations that Arizona Complete Health-Complete Care Plan partners with are as follows:

**Arizona Center for Disability Law – Mental Health**

The Arizona Center for Disability Law is dedicated to protecting the rights of individuals with physical, mental, psychiatric, sensory and cognitive disabilities. You can contact them at (800) 922-1447 for more information.

**National Alliance on Mental Illness (NAMI)**

NAMI, the National Alliance on Mental Illness, is the nation’s largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. To learn more about their organization and advocacy programs call them at 1-800-950-6264.

**Arizona Coalition Against Sexual and Domestic Violence**

The Arizona Coalition Against Sexual and Domestic Violence serve providers of direct services to victims and survivors of sexual and domestic violence. Their purpose is:

- Increase public awareness about the issues of sexual and domestic violence
- Enhance the safety of and services for sexual and domestic violence victims and survivors
- End sexual and domestic violence in Arizona communities

If you need help, please call the National Domestic Violence Hotline: 1-800-799-7233 (SAFE) or TTY 1-800-787-3224.

**Arizona Child and Family Advocacy Network**

The Arizona Child and Family Advocacy Network (ACFAN) provides support, training and guidance to all advocacy centers in Arizona and their professionals who coordinate services and respond to family violence and sexual assault. Efforts are made to accommodate special needs and multilingual populations.

ACFAN has Advocacy centers located throughout Arizona that are designed to provide onsite services to child victims of either physical or sexual abuse as well as neglect. Some centers provide services to adult victims of sexual assault, domestic violence, or vulnerable adult abuse. For more information on these advocacy centers, you can visit their website at <http://acfan.net/> or call them at 1-928-750-3583.

## Family Advocacy Center Services

The Family Advocacy Center (FAC) services include, but are not limited to:

- Crisis intervention
- Emergency needs assessment
- Safety planning
- 9-1-1 Phone
- Shelter access and emergency housing assistance
- Victim's rights education
- Current case status updates
- Referrals for long-term case management
- Short-term case management
- Education on domestic violence dynamics
- Education learning how to navigate the criminal justice system

You can contact a FAC victim advocate to obtain help with services at 1-602-534-2120 or 1-888-246-0303.

## Definitions

**Appeal:** To ask for review of a decision that denies or limits a service.

**Copayment:** Money a member is asked to pay for a covered health service, when the service is given.

**Durable Medical Equipment:** Equipment and supplies ordered by a health care provider for a medical reason for repeated use.

**Emergency Medical Condition:** An illness, injury, symptom or condition (including severe pain) that a reasonable person could expect that not getting medical attention right away would:

- Put the person's health in danger; or
- Put a pregnant woman's baby in danger; or
- Cause serious damage to bodily functions; or
- Cause serious damage to any body organ or body part.

**Emergency Medical Transportation:** See **EMERGENCY AMBULANCE SERVICES**

**Emergency Ambulance Services:** Transportation by an ambulance for an emergency condition.

**Emergency Room Care:** Care you get in an emergency room.

**Emergency Services:** Services to treat an emergency condition.

**Excluded Services:** See EXCLUDED

**Excluded:** Services that AHCCCS does not cover. Examples are services that are:

- Above a limit,
- Experimental, or
- Not medically needed.

**Grievance:** A complaint that the member communicates to their health plan. It does not include a complaint for a health plan's decision to deny or limit a request for services.

**Habilitation Services and Devices:** See HABILITATION

**Habilitation:** Services that help a person get and keep skills and functioning for daily living.

**Health Insurance:** Coverage of costs for health care services.

**Home Health Care:** See HOME HEALTH SERVICES

**Home Health Services:** Nursing, home health aide, and therapy services; and medical supplies, equipment, and appliances a member receives at home based on a doctor's order.

**Hospice Services:** Comfort and support services for a member deemed by a Physician to be in the last stages (six months or less) of life.

**Hospital Outpatient Care:** Care in a hospital that usually does not require an overnight stay.

**Hospitalization:** Being admitted to or staying in a hospital.

**Medically Necessary:** A service given by a doctor, or licensed health practitioner that helps with health problem, stops disease, disability, or extends life.

**Network:** Physicians, health care providers, suppliers and hospitals that contract with a health plan to give care to members.

**Non-Participating Provider:** See OUT OF NETWORK PROVIDER

**Out of Network Provider:** A health care provider that has a provider agreement with AHCCCS but does not have a contract with your health plan. You may be responsible for the cost of care for out-of-network providers.

**Participating Provider:** See IN-NETWORK PROVIDER

**In-Network Provider:** A health care provider that has a contract with your health plan.

**Physician Services:** Health care services given by a licensed physician.

**Plan:** See SERVICE PLAN

**Service Plan:** A written description of covered health services, and other supports which may include:

- Individual goals;
- Family support services;
- Care coordination; and
- Plans to help the member better their quality of life.

**Preauthorization:** See PRIOR AUTHORIZATION

**Prior Authorization:** Approval from a health plan that may be required before you get a service. This is not a promise that the health plan will cover the cost of the service.

**Premium:** The monthly amount that a member pays for health insurance. A member may have other costs for care including a deductible, copayments, and coinsurance.

**Prescription Drug Coverage:** Prescription drugs and medications paid for by your health plan.

**Prescription Drugs:** Medications ordered by a health care professional and given by a pharmacist.

**Primary Care Physician:** A doctor who is responsible for managing and treating the member's health.

**Primary Care Provider (PCP):** A person who is responsible for the management of the member's health care. A PCP may be a:

- Person licensed as an allopathic or osteopathic physician, or
- Practitioner defined as a physician assistant licensed or
- Certified nurse practitioner.

**Provider:** A person or group who has an agreement with AHCCCS to provide services to AHCCCS members.

**Rehabilitation Services and Devices:** See REHABILITATION

**Rehabilitation:** Services that help a person restore and keep skills and functioning for daily living that have been lost or impaired.

**Skilled Nursing Care:** Skilled services provided in your home or in a nursing home by licensed nurses or therapists.

**Specialist:** A doctor who practices a specific area of medicine or focuses on a group of patients.

**Urgent Care:** Care for an illness, injury, or condition serious enough to seek immediate care, but not serious enough to require emergency room care.

# Maternity Care Service Definitions

**Certified Nurse Midwife (CNM)** is an individual certified by the American College of Nursing Midwives (ACNM) on the basis of a national certification examination and licensed to practice in Arizona by the State Board of Nursing. CNMs practice independent management of care for pregnant individuals and newborns, providing antepartum, intrapartum, postpartum, gynecological, and newborn care, within a health care system that provides for medical consultation, collaborative management, or referral.

**Free Standing Birthing Centers** Out of hospital, outpatient obstetrical facilities, licensed by the ADHS and certified by the Commission for the Accreditation of Free Standing Birthing Centers. These facilities are staffed by registered nurses to provide assistance with labor and delivery services and are equipped to manage uncomplicated, low-risk labor and delivery. These facilities shall be affiliated with, and in close proximity to, an acute care hospital for the management of complications, should they arise.

**High-risk pregnancy** refers to a condition in which the pregnant individual, fetus, or newborn is, or is anticipated to be, at increased risk for morbidity or mortality before or after delivery. High risk is determined through the use of the Medical Insurance Company of Arizona (MICA) or American College of Obstetricians and Gynecologists (ACOG) standardized medical risk assessment tools.

**Licensed Midwife** is an individual licensed by the Arizona Department of Health Services (ADHS) to provide maternity care pursuant to Arizona Revised Statutes (A.R.S.) Title 36, Chapter 6, Article 7 and Arizona Administrative Code (A.A.C.) Title 9, Chapter 16 (This provider type does not include certified nurse midwives licensed by the Board of Nursing as a nurse practitioner in midwifery or physician assistants licensed by the Arizona Medical Board).

**Maternity care** includes identification of pregnancy, prenatal care, labor/delivery services, and postpartum care.

**Maternity care coordination** consists of the following maternity care related activities: determining the member's medical or social needs through a risk assessment evaluation; developing a plan of care designed to address those needs; coordinating referrals of the member to appropriate service providers and community resources; monitoring referrals to ensure the services are received; and revising the plan of care, as appropriate.

**Practitioner** refers to certified nurse practitioners in midwifery, physician’s assistants, and other nurse practitioners. Physician’s assistants and nurse practitioners are defined in A.R.S. Title 32, Chapters 25 and 15 respectively.

**Postpartum Period:** The period that begins immediately after delivery and ends the last day of the month up to 84 days following delivery.

**Postpartum care** is the health care provided for a period that begins on the last day of pregnancy and continues up to 84 days after delivery. Family planning services are included if provided by a physician or practitioner.

**Preconception counseling** is the provision of assistance and guidance aimed at identifying/reducing behavioral and social risks, through preventive and management interventions, in members of reproductive age who are capable of becoming pregnant, regardless of whether they are planning to conceive. This counseling focuses on the early detection and management of risk factors before pregnancy, and includes efforts to influence behaviors that can affect a fetus prior to conception. The purpose of preconception counseling is to ensure that an individual is healthy prior to pregnancy. Preconception counseling is considered included in the wellness preventative care visit and does not include genetic testing.

**Prenatal care** is the health services during pregnancy which is composed of three major components:

- Early and continuous risk assessment
- Health education and promotion, and
- Medical monitoring, intervention, and follow-up

If you would like to learn more about the information in this Member Handbook, please call Arizona Complete Health-Complete Care Plan Member Services at: 1-888-788-4408, TTY/TDY 711 or visit our website at [azcompletehealth.com/completecure](http://azcompletehealth.com/completecure)

## Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

***PLEASE REVIEW IT CAREFULLY.***

**Effective 07.01.2017**

For help to translate or understand this, please call 1-888-788-4408 (TTY/TDY 711).



Si necesita ayuda para traducir o entender este texto, por favor llame al telefono.

1-888-788-4408 (TTY/TDY 711).

Interpreter services are provided at no cost to you.

### **Covered Entities Duties:**

Arizona Complete Health-Complete Care Plan is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Arizona Complete Health-Complete Care Plan is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in affect and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It also describes your rights to access, amend and manage your PHI and how to exercise those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

Arizona Complete Health reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we receive in the future. Arizona Complete Health-Complete Care Plan will promptly revise and distribute this Notice whenever there is a material change to the following:

- The Uses or Disclosures
- Your rights
- Our legal duties
- other privacy practices stated in the notice.

We will make any revised Notices available on the Arizona Complete Health-Complete Care Plan website, located below.

<https://www.azcompletehealth.com/privacy-practices.html>

### **Permissible Uses and Disclosures of Your PHI:**

The following is a list of how we may use or disclose your PHI without your permission or authorization:

- **Treatment** - We may use or disclose your PHI to a physician or other health care provider providing treatment to you, to coordinate your treatment among providers, or to assist us in making prior authorization decisions related to your benefits.
- **Payment** - We may use and disclose your PHI to make benefit payments for the health care services provided to you. We may disclose your PHI to another health plan, to a

health care provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include

- processing claims
  - determining eligibility or coverage for claims
  - issuing premium billings
  - reviewing services for medical necessity
  - performing utilization review of claims
- **HealthCare Operations** - We may use and disclose your PHI to perform our healthcare operations. These activities may include:
    - providing customer services
    - responding to complaints and appeals
    - providing case management and care coordination
    - conducting medical review of claims and other quality assessment
    - improvement activities

In our healthcare operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its healthcare operations. This includes the following:

- quality assessment and improvement activities
  - reviewing the competence or qualifications of healthcare professionals
  - case management and care coordination
  - detecting or preventing healthcare fraud, waste and abuse.
- **Group Health Plan/Plan Sponsor Disclosures** – We may disclose your protected health information to a sponsor of the group health plan, such as an employer or other entity that is providing a health care program to you, if the sponsor has agreed to certain restrictions on how it will use or disclose the protected health information (such as agreeing not to use the protected health information for employment-related actions or decisions).

#### **Other Permitted or Required Disclosures of Your PHI:**

- **Fundraising Activities** – We may use or disclose your PHI for fundraising activities, such as raising money for a charitable foundation or similar entity to help finance their activities. If we do contact you for fundraising activities, we will give you the opportunity to opt-out, or stop, receiving such communications in the future.
- **Underwriting Purposes** – We may use or disclosure your PHI for underwriting purposes, such as to make a determination about a coverage application or request. If we do use or disclose your PHI for underwriting purposes, we are prohibited from using or disclosing your PHI that is genetic information in the underwriting process.
- **Appointment Reminders/Treatment Alternatives** - We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you

with information regarding treatment alternatives or other health-related benefits and services, such as information on how to stop smoking.

- **As Required by Law** - If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with such law and is limited to the requirements of such law. If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.
- **Public Health Activities** - We may disclose your PHI to a public health authority for the purpose of preventing or controlling disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness products or services under the jurisdiction of the FDA.
- **Victims of Abuse and Neglect** - We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law to receive such reports if we have a reasonable belief of abuse, neglect or domestic violence.
- **Judicial and Administrative Proceedings** - We may disclose your PHI in judicial and administrative proceedings. We may also disclose it in response to the following:
  - an order of a court
  - administrative tribunal
  - subpoena
  - summons
  - warrant
  - discovery request
  - similar legal request.
- **Law Enforcement** - We may disclose your relevant PHI to law enforcement when required to do so. For example, in response to a:
  - court order
  - court-ordered warrant
  - subpoena
  - summons issued by a judicial officer
  - grand jury subpoena

We may also disclose your relevant PHI to identify or locate a suspect, fugitive, material witness, or missing person.

- **Coroners, Medical Examiners and Funeral Directors** - We may disclose your PHI to a coroner or medical examiner. This may be necessary, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as necessary, to carry out their duties.
- **Organ, Eye and Tissue Donation** - may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of:
  - cadaveric organs
  - eyes
  - tissues

- **Threats to Health and Safety** - We may use or disclose your PHI if we believe, in good faith, that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.
- **Specialized Government Functions** - If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI:
  - to authorized federal officials for national security
  - to intelligence activities
  - the Department of State for medical suitability determinations
  - for protective services of the President or other authorized persons
- **Workers' Compensation** - We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.
- **Emergency Situations** – We may disclose your PHI in an emergency situation, or if you are incapacitated or not present, to a family member, close personal friend, authorized disaster relief agency, or any other person previously identified by you. We will use professional judgment and experience to determine if the disclosure is in your best interests. If the disclosure is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.
- **Inmates** - If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.
- **Research** - Under certain circumstances, we may disclose your PHI to researchers when their clinical research study has been approved and where certain safeguards are in place to ensure the privacy and protection of your PHI.

#### **USES AND DISCLOSURES OF YOUR PHI THAT REQUIRE YOUR WRITTEN AUTHORIZATION**

We are required to obtain your written authorization to use or disclose your PHI, with limited exceptions, for the following reasons:

**Sale of PHI** – We will request your written authorization before we make any disclosure that is deemed a sale of your PHI, meaning that we are receiving compensation for disclosing the PHI in this manner.

**Marketing** – We will request your written authorization to use or disclose your PHI for marketing purposes with limited exceptions, such as when we have face-to-face marketing communications with you or when we provide promotional gifts of nominal value.

**Psychotherapy Notes** – We will request your written authorization to use or disclose any of your psychotherapy notes that we may have on file with limited exception, such as for certain treatment, payment or healthcare operation functions.

## **INDIVIDUALS RIGHTS**

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us using the information at the end of this Notice.

- **Right to Revoke an Authorization** - You may revoke your authorization at any time, the revocation of your authorization must be in writing. The revocation will be effective immediately, except to the extent that we have already taken actions in reliance of the authorization and before we received your written revocation.
- **Right to Request Restrictions** - You have the right to request restrictions on the use and disclosure of your PHI for treatment, payment or healthcare operations, as well as disclosures to persons involved in your care or payment of your care, such as family members or close friends. Your request should state the restrictions you are requesting and state to whom the restriction applies. We are not required to agree to this request. If we agree, we will comply with your restriction request unless the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.
- **Right to Request Confidential Communications** - You have the right to request that we communicate with you about your PHI by alternative means or to alternative locations. This right only applies if the information could endanger you if it is not communicated by the alternative means or to the alternative location you want. You do not have to explain the reason is for your request, but you must state that the information could endanger you if the communication means or location is not changed. We must accommodate your request if it is reasonable and specifies the alternative means or location where you PHI should be delivered.
- **Right to Access and Received Copy of your PHI** - You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your PHI. If we deny your request, we will provide you a written explanation and will tell you if the reasons for the denial can be reviewed and how to ask for such a review or if the denial cannot be reviewed.
- **Right to Amend your PHI** - You have the right to request that we amend, or change, your PHI if you believe it contains incorrect information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request for certain reasons, for example if we did not create the information you want amended and the creator of the PHI is able to perform the amendment. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision and we will attach your statement to the PHI you request that we

amend. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you name, of the amendment and to include the changes in any future disclosures of that information.

- ***Right to Receive an Accounting of Disclosures*** - You have the right to receive a list of instances within the last 6 years period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will provide you with more information on our fees at the time of your request.
- ***Right to File a Complaint*** - If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice. You can also file a complaint with the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling 1-800-368-1019, (TTY: 1-866-788-4989) or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

**WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.**

- ***Right to Receive a Copy of this Notice*** - You may request a copy of our Notice at any time by using the contact information list at the end of the Notice. If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice.

## **CONTACT INFORMATION**

If you have any questions about this Notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing or by phone using the contact information listed below.

**Arizona Complete Health-Complete Care Plan  
Attn: Privacy Official  
1870 W. Rio Salado Parkway  
Tempe, AZ 85281**



**[AZCompleteHealth.com/completecure](https://AZCompleteHealth.com/completecure)**  
**1-888-788-4408 TDD/TTY: 711**