

AHCCCS Complete Care: Resources & Information

May 31, 2018

Dear Care1st Providers, Office Staff & Billing Staff:

AHCCCS Complete Care (ACC) begins on October 1, 2018. This new integrated system joins physical and behavioral health services together to treat all aspects of Medicaid members' health care needs under a chosen health plan. ACC encourages more coordination between providers within the same network, which can mean better health outcomes for members.

Here's what members and providers need to know:

Who Does ACC Affect?

- Most adults on AHCCCS
- Most children on AHCCCS

What's Changing?

- Members will be able to access physical and behavioral healthcare services through a single ACC health plan.
- The health plan choices may change

What's not Changing?

1. Members will still have a choice of health plans in their geographic service area
2. Members will have access to the same array of covered services
3. Members will still have access to a network of providers
4. Regional Behavioral Health Authorities (RHBAs) will continue to provide specific crisis services
5. RHBAs will continue to serve members determined to have a Serious Mental Illness, children in foster care, and members served by Department of Economic Services/DDD
6. American Indian members will have the choice of enrolling in an ACC managed care plan or the American Indian Health Program (AIHP) and a Tribal RBHA when available. American Indian members will have the same access to Indian Health Services providers, Tribal 638 providers, and Urban Indian Health providers
7. Arizona Long Term Care System (ALTCs) plans will remain the same

The ACC page on the AHCCCS website includes the following additional information:

<https://azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>

1. Frequently Asked Questions (FAQs)
2. Community Meeting Presentation
3. Informational video "All About AHCCCS Complete Care"
4. ACC Health Plans and Service Areas
5. Implementation Timeline

The last week of June 2018, AHCCCS will send letters to members with assigned health plan information and choices.

If you have questions, please contact Network Management using one of the options below.

Thank you!

Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

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Visit our website at www.care1staz.com

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