

AHCCCS Complete Care Starts in...32 DAYS!

August 29, 2018

AHCCCS Complete Care (ACC) begins on **October 1, 2018**. **Care1st will be an ACC contractor in the North and Central Geographic Service Areas (GSA)**! The North GSA includes Mohave, Coconino, Navajo, Apache and Yavapai Counties. The Central GSA includes Maricopa, Pinal and Gila Counties. **Please note**: Care1st is exiting Pima County and will not have any assigned ACC Pima members as of October 1, 2018.

ACC is a new integrated system that 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.
- CRS members will have choice of an ACC Plan for all services (including CRS, other non-CRS physical health services, and all covered behavioral health services)

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): General, American Indian, CRS, Crisis Service and Providers
2. Community Meeting Presentation
3. Informational videos: "All About AHCCCS Complete Care", "All About ACC for CRS Members" and "All About ACC for American Indian Members"
4. ACC Health Plans and Service Areas
5. Implementation Timeline

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

Thank you!

Care1st Network Management

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