

DDD Transition: Resources & Information

June 25, 2019

Dear Care1st Providers, Office Staff & Billing Staff:

Care1st is exiting the DDD line of business effective October 1, 2019. UnitedHealthcare Community Plan and Mercy Care will be the new DDD Health Plans effective October 1, 2019.

DDD is contracting with managed care organizations (MCOs), called “DDD Health Plans” effective October 1, 2019. These DDD Health Plans will offer eligible members physical and behavioral health services, Children’s Rehabilitative Services (CRS) and limited long term services and supports (LTSS): nursing facilities, emergency alert system services, and habilitative physical therapy for members ages twenty-one (21) and over. All other LTSS and Support Coordination will be provided by DDD. This model will enhance care treatment between providers and improve member health.

Members received letters the week of April 13 and the week of May 29. These letters include details about the new DDD Health Plans and explain how members can choose a DDD Health Plan before the October 1, 2019 start date. *Open enrollment began June 14, 2019, at 8:00 a.m. and ends July 15, 2019 at 5:00 p.m.*

Here's what DDD members and providers need to know:

What do these changes mean to DDD members?

1. Members that are currently enrolled in Care1st, a WellCare company, will need to select a new health plan. Care1st will no longer provide services to DDD members after October 1, 2019.
2. All members, including those designated as SMI, that currently receive behavioral health services from a Regional Behavioral Health Authority (RBHA) will receive all their services including behavioral health services from the DDD Health Plan they select after October 1, 2019.
3. Members that currently receive Children’s Rehabilitative Services (CRS) from UnitedHealthcare Community Plan will receive CRS as well as their physical and behavioral health services from the DDD Health Plan they select after October 1, 2019.
4. Members currently enrolled in the American Indian Health Plan (AIHP) can choose to stay with the AIHP or select a DDD Health Plan. Members that select a DDD Health Plan can receive behavioral health services from either their DDD Health Plan provider or the AIHP behavioral health providers (Tribal Regional Behavioral Health Authority, IHS or 638 Tribal Facility.)
5. Members eligible and approved for any of these limited long term services and supports (LTSS): nursing facilities, emergency alert system services, and habilitative physical therapy for members ages twenty-one (21) and over, will receive these services from the DDD Health Plan starting October 1, 2019. All other LTSS will be provided by DDD.

The DDD Health Plans page on the ADES website includes the following additional information:

<https://des.az.gov/services/disabilities/developmental-disabilities/new-ddd-health-plans>

1. Implementation Timeline
2. Member Letters
3. Frequently Asked Questions (FAQs) – General, Coverage, LTSS, Eligibility

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)

Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

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