

## **433 - MEMBER IDENTIFICATION CARDS**

EFFECTIVE DATES: 11/01/12, 10/01/13, 10/01/14, 10/01/15, 07/01/16, 07/01/17, 10/01/18, 10/01/20, 10/01/21, 10/01/22, 04/14/23

APPROVAL DATES: 10/11/13, 03/07/13, 05/09/13, 08/01/13, 01/22/14, 05/21/15, 04/01/16, 02/16/17, 04/19/18, 01/16/20, 04/06/21, 05/17/22, 03/30/23

### **I. PURPOSE**

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS/CHP (CHP), and DES/DDD (DDD) Contractors. This Policy establishes requirements for Contractors and their subcontractors regarding the development, approval, and distribution of Member Identification Cards (ID Cards) for AHCCCS members.

### **II. DEFINITIONS**

Definitions are located on the AHCCCS website at: [AHCCCS Contract and Policy Dictionary](#).

### **III. POLICY**

#### **A. GENERAL**

The responsible Contractor shall produce and distribute ID Cards to all members assigned to the Contractor. The responsible Contractor shall produce and distribute ID Cards to newly enrolled members and shall have a process for producing and distributing replacement ID Cards to all the Contractors' enrolled members. The ID Card shall not include any information that identifies a member requiring additional health care support. The ID Cards shall comply with the formatting, timeliness, and prior approval guidelines specified in this Policy and in Attachment A of this Policy.

#### **B. RESPONSIBILITY FOR PRODUCING MEMBER IDENTIFICATION CARDS**

When a member is served by more than one AHCCCS Contractor, the responsible Contractor shall be the Contractor responsible for providing the member's physical health services.

Responsible Contractors include:

1. ACC.
2. ACC-RBHA, for members determined to have a Serious Mental Illness (SMI).
3. ALTCS E/PD.
4. CHP Subcontracted Health Plan: CHP delegates the responsibility of producing ID Cards through a subcontract with its Subcontracted Health Plan.
5. DDD Subcontracted Health Plan: DDD delegates responsibility for physical and behavioral health care services and the responsibility of producing ID Cards through subcontracts with its Subcontracted Health Plans.

6. DDD for American Indian members who are not enrolled with a DDD Subcontracted Health Plan.

Attachment A of this Policy consists of a table identifying the responsibilities and formatting requirements for AHCCCS Contractors and their Subcontractors.

### **C. PROGRAM REQUIREMENTS**

Responsible Contractors shall have in place processes to ensure all members receive appropriate ID Cards in a timely manner. Refer to Attachment A to identify which of the following minimum requirements apply to a responsible Contractor:

1. Members requiring ID Card shall be identified as a result of the 834 Transaction File and the ID Cards shall be produced and distributed as follows:
  - a. The responsible Contractor shall mail ID Cards to new members within 12 Business Days from the Business Day following AHCCCS providing the 834 Transaction File to the Contractor,
  - b. The responsible Contractor may provide an option for the member to access the physical ID Card digitally. The digital ID cards shall not be in lieu of physical cards, but an additional choice for members. The responsible Contractor shall ensure that it operates Secure Member Portals and Mobile application for this purpose, and
  - c. The responsible Contractor shall distribute ID Cards for member replacement requests within five Business Days of the request.
2. The Contractors shall monitor the timeliness standards in this Policy for the ID Cards it issues directly, and any issued by its subcontractors.
  - a. Notwithstanding the member's choice, the responsible Contractor shall ensure that the timelines provided in this policy for Member ID cards are strictly adhered to.
3. If the responsible Contractor replaces all ID Cards with a new version, each member shall receive their new ID Card at least 14 calendar days prior to the effective date of the card.
4. When a Contractor initiates services in a new GSA, or for new Contractors initiating services in the State, AHCCCS' contract transition process will determine the timelines for issuing ID Cards.
5. A responsible Contractor, serving members dually enrolled in Medicare and Medicaid, may elect to issue a combined Medicare/AHCCCS ID Card. The format for the combined cards shall meet the Centers for Medicare and Medicaid Services (CMS) Medicare Advantage Program requirements for ID Cards and shall be approved by AHCCCS. To obtain AHCCCS approval, the Contractor shall meet the minimum formatting requirements identified in Attachment A as applying to ID Cards for members dually enrolled. For the requirement of an ID Number, the Contractor may adopt additional formatting features included in this Policy or prescribed by CMS so long as the formatting features do not conflict with this Policy's minimum requirements.

**D. FORMAT OF MEMBER IDENTIFICATION CARDS**

ID Cards shall meet the format standards specified in this Policy. Not all formatting standards apply to every responsible Contractor, as specified in Attachment A. The following formatting standards may apply:

1. The front of the ID Card shall contain the approved color or black and white version of the AHCCCS logo. The logo shall be no smaller than 1" long by .333" inches wide. If a larger version of the logo is used, the logo shall maintain a 3:1 length to height ratio. The approved logo is available from AHCCCS.
2. The responsible Contractor shall not edit or alter the approved logo, except as noted above.
3. The front of the ID Card shall include the following text in the Arial font no smaller than 11 points:

Arizona Health Care Cost Containment System

The inclusion of "Arizona Health Care Cost Containment System" within the approved AHCCCS logo does not fulfill this requirement.

4. The front of the ID Card shall identify the member's name in the Arial font no smaller than 8 points.
5. The front of the ID Card shall include the member's AHCCCS ID number in Arial font no smaller than 8 points.

For ID Cards issued to members enrolled with CHP, the card may use an identification number adopted by CHP.

6. The front of the ID Card shall include the responsible Contractor's name in Arial font no smaller than 8 points.
7. The front of the ID Card shall include the responsible Contractor's telephone number in Arial font no smaller than 8 points.
8. The ID Card and/or Card Holder shall include the TTY/TDY telephone numbers for members who are Deaf or Hard of Hearing, in Arial font no smaller than 8 points.
9. The front of the ID Card shall include a contact telephone number for accessing services from the Behavioral Health Entity in Arial font no smaller than 8 points. The ID Card shall clearly identify this number as the contact for behavioral health services. If the responsible Contractor is also the Behavioral Health Entity for the member and services are accessed through one number, a separate behavioral health services phone number is not required.
10. The front or back of the ID Card shall include the nurse triage telephone number in Arial font no small than 8 points.

11. The front of the ID Card shall include the ACC-RBHA statewide crisis phone number in Arial font no smaller than 8 points.

12. The back of the ID Card or the Card Holder shall include the following text in the Arial font no smaller than 7 points:

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify benefits visit <insert appropriate website address>.

13. For all Contractors except CHP, the back of the ID Card, or the Card Holder or an insert included in the card's mailing to the member if a Card Holder is not used, shall contain the following text font no smaller than Arial 7 points:

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its online verification tool that providers use to verify your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.

14. The ID Card or Card Holder may include additional information identified as appropriate, subject to the approval requirements of this Policy. Possible items could include plan logos, contact information for contracted hospitals, or after-hours clinics.

15. Any new ID Card mailing shall include the most recent version of the AHCCCS Notice of Privacy Practices (NPP).

#### **E. APPROVAL OF MEMBER IDENTIFICATION CARDS AND OTHER COMPLIANCE REQUIREMENTS**

An ID Card, the Card Holder, any letters, or information mailed to the member with the Card, and any changes to these items shall be submitted to, and prior approval obtained from, the appropriate party as specified in the program requirements section of Attachment A.

1. The Card Holder and any letters or information mailed to the member with the ID Card shall comply with requirements as specified in ACOM Policy 404.
2. If the responsible Contractor issues more than one version of an ID Card to its members, an example of each version shall be submitted for approval.

For those ID Cards requiring AHCCCS approval, the documents shall be submitted as specified in Contract.

DDD shall approve ID Cards and other member information for their subcontractors who are responsible Contractors.

Any third party subcontracted to produce or distribute ID Cards qualifies as an Administrative Services Subcontractor. AHCCCS Contractors shall obtain approval prior to implementation of the Administrative Services Subcontract, as specified in Contract and in ACOM Policy 438.