



«FirstName»«LastName»  
«Address1»  
«Address2»  
«City», «State»«Zip»  
  
«DateMailed»

Dear Member:

This letter is to inform you that Phoenix Health Plan has entered into a contract with Care1st to serve as your Medicaid health plan as of May 1, 2017.

What does this mean to you? You can choose to do nothing and your coverage will transfer to Care1st on May 1, 2017. There is nothing you need to do. You will also have an option to select a different AHCCCS plan during an open enrollment period in February and March 2017. AHCCCS will be sending you a letter about open enrollment. Phoenix Health Plan will work with your new AHCCCS health plan to make the move as easy as possible.

**Important Information:**

**We are here to answer your questions.**

Before May 1, 2017 you can call us at (602) 824-3700 or (800) 747-7997. The number for hearing impaired (TTY): (800) 489-1472. You can also visit [www.care1st.com/az](http://www.care1st.com/az) to learn more about Care1st.

**Will I have to change my primary care provider?**

Phoenix Health Plan will work with Care1st to try to keep you with your current primary care provider (PCP). If your PCP is not contracted with Care1st, Care1st will assign you a new PCP after May 1, 2017. You will be able to choose a different PCP or change your PCP in the future.

**How can I find out which providers and pharmacies are part of Care1st's network?**

You can access the provider directory online at [www.care1st.com/az/providers/network.asp](http://www.care1st.com/az/providers/network.asp). Before May 1, 2017 you can also call us at (602) 824-3700 or (800) 747-7997. The number for hearing impaired (TTY): (800) 489-1472.

**Can I use the same pharmacy?**

Care1st has many pharmacies available for members. If your pharmacy is not part of their network of pharmacies, they will help you change to an approved pharmacy.

**Will I get a new ID card?**

Care1st will send members a new member ID card after May 1, 2017.



**Will there be changes in my benefits?**

There will be no changes to the benefits that are offered to you as a member.

**Who do I call if I have a problem or complaint (for example, if I do not receive a return call from my provider)?**

If you are not happy with the care you are getting, try to solve any issues by talking with your provider. If the issue cannot be resolved and it's before May 1, 2017, contact the Phoenix Health Plan Member Service Line at (602) 824-3700 or (800) 747-7997, TTY (800) 489-1472.

Beginning May 1, 2017, contact the Care1st Member Service Line at 602-778-1800 or 1-866-560-4042, TTY: 711.

**What if I have Medicare?**

If you have Medicare, you will be able to keep your Medicare providers. They do not have to be contracted by Care1st for you to see these providers as long as they are able to bill your Medicare plan.

Sincerely,

Phoenix Health Plan

PHP Member Services  
(602) 824-3700 or (800) 747-7997  
TTY (800) 489-1472  
Monday - Friday 8 a.m. to 5 p.m.

Readability Stats without phone numbers and websites.

Readability Statistics	
<b>Counts</b>	
Words	471
Characters	2091
Paragraphs	32
Sentences	33
<b>Averages</b>	
Sentences per Paragraph	1.7
Words per Sentence	13.1
Characters per Word	4.1
<b>Readability</b>	
Passive Sentences	9%
Flesch Reading Ease	71.9
Flesch-Kincaid Grade Level	6.4

Readability stats with phone numbers and websites.

Readability Statistics	
<b>Counts</b>	
Words	506
Characters	2325
Paragraphs	32
Sentences	34
<b>Averages</b>	
Sentences per Paragraph	1.7
Words per Sentence	14.0
Characters per Word	4.3
<b>Readability</b>	
Passive Sentences	8%
Flesch Reading Ease	51.5
Flesch-Kincaid Grade Level	9.5