

# **AHCCCS** **American Indian** **Health Program**



## **Member Guide**

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# **Introduction**

## **Welcome to the AHCCCS American Indian Health Program!**

We will work with you to help you stay healthy and get the care you need. AHCCCS works with Indian Health Service (IHS), tribally-operated health care facilities, and urban Indian health clinics to meet your health care needs.

Please keep this member guide in a place where you can find it easily.

## **What Is AHCCCS?**

The Arizona Health Care Cost Containment System (usually abbreviated as AHCCCS and pronounced “access”) is a state program that administers health care for individuals enrolled in Medicaid and the State Children’s Health Insurance Program (KidsCare).

AHCCCS is working with IHS, tribally-operated health care facilities, and urban Indian health clinics to improve health care for American Indians in Arizona. We are working on several key areas, including quality of care, access to health care, use of health care, availability of care, and the ability to provide more services.

Enrolling in the AHCCCS American Indian Health Program will help IHS, tribally-operated health care facilities, and urban Indian health clinics provide more and better services. When you receive health care at an IHS or tribally-operated facility or at an urban Indian clinic, that facility submits a bill to AHCCCS. AHCCCS pays the facility for providing services to you. The facility then uses those funds to continue providing services to you and possibly expand the services that are available to you.

It is important that you maintain your AHCCCS eligibility so that your health care provider can continue to receive funds from AHCCCS and so that you have more choices in healthcare.

# Introduction

## ID Cards

When you become a member of the AHCCCS American Indian Health Program, you will receive an ID card from AHCCCS. Always carry your ID card with you. You will need to show this card when you get medical care.

When you get your card, make sure your information is correct. If there is a problem with your card or if you lose your card, please call:

AHCCCS Member Services

1-800-962-6690

In Maricopa County (from Area Codes 480, 602, and 623), call

(602) 417-7000

### **IMPORTANT!**

**Do not let anyone else use your ID card!**

## Ask First

To receive some services from a non-IHS provider, you first must have approval from the AHCCCS American Indian Health Program. This is called prior authorization. Your health care provider should contact AHCCCS before you receive the following services:

- Elective (not emergency) hospital admissions, including hospitalization that is urgent
- Elective (not emergency) surgeries, including surgery that is urgent
- Nursing home placements
- Non-emergency but medically needed transportation (transportation does not have to be approved ahead of time if the round trip is 100 miles or less)
- Medical equipment and medical supplies
- Eyeglasses for adults

## Acute Care (Medical) Services

### Services AHCCCS Will Pay For

The following sections of this handbook explain which health services AHCCCS may pay for, depending on your eligibility, age, gender, and other factors. A list of other services that may be covered for AHCCCS American Indian Health Program members is included on Page 12.

### Emergency Care

The AHCCCS American Indian Health Program covers emergency care. An emergency is when something happens **suddenly**, with serious symptoms. These are examples of an emergency:

- Chest pain
- Car accident
- Bleeding
- Problems breathing
- Poisoning
- Broken bones

**If you need emergency care,  
go to the nearest emergency room or Dial 911.**

### Emergency Transportation

Transportation to the nearest appropriate facility for emergencies is covered 24 hours a day, 7 days a week. **Call 911.**

# Acute Care (Medical) Services

## Preventative Care

The AHCCCS American Indian Health Program pays for health assessments, screening tests, immunizations, and health education.

AHCCCS pays for screenings

- Cancer
  - Breast (mammogram)
  - Cervical (Pap tests)
  - Colon (colonoscopy)
  - Prostate (PSA test)
- Heart disease
  - High blood pressure screens
  - Cholesterol screening
- Other diseases
  - HIV screening
  - Sexually transmitted disease screening
  - Tuberculosis screening

AHCCCS pays for immunizations

- Routine childhood immunizations
- Flu shots
- Pneumonia shots

AHCCCS also pays for

- Laboratory tests
- Physical exams

AHCCCS **does not** pay for:

- Physical exams needed by outside public or private agencies such as:
  - Exams for insurance and disability exams
  - Pre-employment physical examinations
  - Sports exams or exams for exercise programs (except children under age 21)
  - Pilot's examinations
  - Evaluation for law suits

## Acute Care (Medical) Services

### Services for Children

The AHCCCS American Indian Health Program pays for health care for members under age 21 through the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program. This program helps keep your children healthy.

Take your children for well child visits, not just when they are sick. Take your children to the dentist for regular checkups, too.

EPSDT screenings include:

- Health, nutrition, and developmental history
- Screening for immunizations
- Laboratory tests
- Vision, speech, and hearing screening
- Dental screening
- Behavioral health screening

### Immunizations

The AHCCCS American Indian Health Program pays for recommended immunizations for adults and children. Covered immunizations include, but are not limited to:

- Diphtheria-tetanus-Pertussis (DTP)
- Polio
- Influenza
- Pneumococcus
- Rubella
- Measles
- Mumps
- Hepatitis B
- Hepatitis A
- Haemophilus influenza
- Rotavirus

All American Indian children can get immunizations under the Vaccines for Children (VFC) program.

## Acute Care (Medical) Services

### Hospital Inpatient Services

The AHCCCS American Indian Health Program pays for medically needed inpatient hospital care in licensed participating hospitals. This can include IHS and tribal facilities.

Covered services include, but are not limited to:

- Routine (regular) hospital care
- Intensive care and coronary (heart) care
- Intensive care for newborns
- Maternity care, including labor, delivery and recovery rooms, and birthing centers
- Nursery for newborns and infants
- Surgery, including anesthesiology
- Medical supplies and equipment
- Chemotherapy (cancer treatment)
- Dialysis
- Laboratory services
- Pharmacy services and medicines
- Podiatry (foot and ankle) services under certain conditions, however, services by a podiatrist for adults are no longer covered effective as of 10/1/10
- Radiological and medical imaging services
- Total parenteral nutrition (feeding tube or intravenous feeding)

### Medicines

The AHCCCS American Indian Health Program may pay for medicines prescribed by your doctor if included on the AHCCCS formulary (a list of approved medications). AHCCCS will not pay for your medicines that are not on the list unless your medical provider gets approval from CVS Caremark.

There are three places you can go to get your medicines:

- IHS facilities
- Tribal facilities
- Pharmacies that are part of the CVS Caremark Pharmacy Program

Please work with your physician, dentist, or other health care provider to get your prescriptions through the appropriate pharmacy. It is best to have your prescriptions filled at the same pharmacy each time. Please remember that some medicines require prior authorization (meaning you have to get CVS approval first).

## Acute Care (Medical) Services

### Family Planning Services

The AHCCCS American Indian Health Program offers family planning services which help you to decide if and when you want to have a baby.

AHCCCS will pay for:

- Birth control counseling (advice), exams, medicines, and supplies such as:
  - Pills
  - Shots
  - Diaphragms
  - Intrauterine devices (IUDs)
  - Foams
- Voluntary permanent sterilization
- Natural family planning education or referral

**Note:** You and your doctor must sign a sterilization consent form before this is done.

AHCCCS will **NOT** pay for:

- Infertility diagnosis or treatment
- Abortion, unless:
  - The mother has a physical disorder, injury, or illness, including a physical condition that could endanger her life
  - The pregnancy was a result of rape or incest
  - A doctor provides paperwork showing that there is a medical reason.

### Having a Baby

As soon as you know that you are pregnant, you should set up your first visit with an obstetrician (OB) – a doctor that specializes in caring for pregnant women. The sooner you see your doctor, the more likely you will have a healthy pregnancy and baby.

AHCCCS wants to make sure that your baby has the best chance to grow up strong and healthy. Your doctor will set up a visit plan for you, which will include a schedule of your OB visits.

The doctor will talk about:

- Eating healthy foods
- What to expect as the baby grows inside of you and when it is born
- What tests you should have to make sure both you and the baby are healthy

## Acute Care (Medical) Services

### Hysterectomy Services

The AHCCCS American Indian Health Program pays for a medically needed hysterectomy. This is covered only if there is a medical need according to a medical provider and when there is not a safer option to treat your condition.

**Note:** You and your doctor must sign a hysterectomy consent form before this is done.

### Dental Services

The AHCCCS American Indian Health Program covers dental services provided by a licensed dentist who is registered with AHCCCS.

Covered dental services for **children** include:

- Check-ups, sealants (prevention against cavities), and dental cleanings
- Emergency dental services
- Most general dental services, including fillings

Covered services for **adults** include:

- Emergency services (with limits)
- Medically necessary dentures
- Pre-transplant services (with limits)

AHCCCS will **NOT** pay for these services for **adults**:

- Routine fillings
- Cleanings
- Crowns
- Root canals
- Other non-emergency dental services.

Please check with your dental provider.

## Acute Care (Medical) Services

### Dialysis Services

Sometimes when a person's kidneys fail, a treatment called dialysis is needed to clean the blood. The AHCCCS American Indian Health Program pays for dialysis at certain Medicare-certified hospitals and Medicare-certified end stage renal disease (ESRD) facilities. AHCCCS pays for all medically necessary services, supplies, and testing (including regular laboratory testing).

### Podiatry Services

The AHCCCS American Indian Health Program covers podiatry services by some providers. However, effective 10/1/2010 services by a podiatrist are not a covered service for adults.

AHCCCS pays for:

- Routine foot care when there is a disease or medical condition that would make care by a non-professional dangerous
- Bunionectomy (removing bunions) only under certain conditions
- Treatment for mycotic (fungal) infection such as athlete's foot of nails and other regular foot care is limited.

**Note:** Routine foot care by a non-professional is *not* a covered service. Please talk to your health care provider.

### Rehabilitative (Therapy) Services

The AHCCCS American Indian Health Program pays for physical, occupational, speech, and respiratory (breathing) therapy services as well as audiology (hearing testing). This must be

- Ordered by a physician; and
- Provided by (or under the direct supervision of) a licensed therapist.

**Note:** AHCCCS covers outpatient speech and occupational therapy services for children under 21 and members covered under the Arizona Long Term Care System (ALTCS) program. AHCCCS does not pay for therapies if no improvements are expected.

## Acute Care (Medical) Services

### Vision Services

The AHCCCS American Indian Health Program pays for eye care services provided by eye care professionals (ophthalmologists and optometrists). There are limits based on the member's age and eligibility.

AHCCCS pays for cataract surgery when the cataract makes vision worse and the cataract can be seen on a special exam.

### Transportation for Medical Appointments

The AHCCCS American Indian Health Program pays for medically needed ground transportation to covered medical appointments. Your doctor or other health care provider will need to obtain approval (prior authorization) from AHCCCS before the transport if the round trip is 100 miles or more.

### Transportation from a Hospital to Another Facility

Round-trip ground ambulance transportation may be covered if you are hospitalized and need to be taken to another facility for special services if:

- Use of any other type of transportation may be unsafe
- You cannot get the needed services at the hospital where you are staying

**Note:** You will need to be moved to the nearest appropriate facility and return to your original hospital facility.

### Am I Covered Outside of Arizona?

The AHCCCS American Indian Health Program will cover you if you are temporarily out of the state but are still an Arizona resident. You may receive services if:

- Medical services are needed because of a medical emergency; or
- You need treatment that can only get in another state; or
- You have a chronic illness and your condition must be stabilized before returning to Arizona.
- AHCCCS has approved an out-of-state placement in a facility.

## Acute Care (Medical) Services

### Other Covered Services

These are some more services that AHCCCS may pay for. Please remember that there must be a medical need, and many services have limits. Please check with your health care provider.

- Allergy exams and treatment
- Cancer treatment, including chemotherapy and radiation
- Cardiovascular (heart and blood vessel) exams, tests, treatment, and surgery
- Chiropractic services (if you are under age 21)
- Consultations
- Critical care (intensive care units)
- Ear nose and throat exams and surgery
- Emergency treatment
- Gastroenterology (intestinal tract and liver) exams, treatment, and surgery
- General medical care and services
- Hearing exams and services
- Hospice services
- Immune system exams and testing and treatment of immune disorders
- Laboratory tests
- Male and female genital system exam, treatment, and surgery
- Medical supplies and equipment (for example, wheelchairs, walkers, etc.)
- Musculoskeletal (bone, joint, and muscle) exams, treatment, and surgery
- Neurology (brain and nervous system) exams, treatment and surgery
- Nursing services, including home health aide services
- Nutrition therapy
- Office visits
- Orthopedic shoes and orthotics
- Osteopathic treatment
- Pulmonary (lung and breathing) exams, treatment, surgery, and rehabilitation
- Radiology (ultrasound, x-rays, other scans)
- Skilled nursing facility services
- Speech testing and services
- Surgical procedures
- Telehealth services
- Tobacco cessation
- Urinary system exams, treatment, and surgery

# Behavioral Health Services

## Behavioral Health

The AHCCCS American Indian Health Program covers behavioral health services provided at an IHS or tribal facility or an urban clinic. You also may receive services through a Regional Behavioral Health Authority (RHBA, pronounced “REE-ba”) or a Tribal Regional Behavioral Health Authority (TRHBA, pronounced “TREE-ba”). **NOTE:** AHCCCS will only pay for services at an urban clinic if you are enrolled with a RHBA or TRBHA. (See Page 14.)

AHCCCS pays for mental health, substance (drug and alcohol) abuse, and crisis services.

AHCCCS pays for:

- Inpatient services in a hospital and other facilities
- Partial care (supervised, treatment or medical day programs)
- Individual, group, and/or family counseling and therapy
- Emergency/crisis services
- Behavior management (behavioral health personal assistance, family, peer support)
- Evaluation and diagnosis
- Medicine and monitoring of medicine
- Psychosocial rehabilitation (living skills training, health promotion, pre-job training, education and development, job coaching, and employment support)
- Laboratory and radiology services
- Screening
- Emergency transportation
- Non-emergency transportation
- Respite care (with limits)

# Behavioral Health Services

## RHBAs

County	RBHA	Phone Number
Maricopa	Magellan of Arizona	1-800- 564-5465
Cochise, Graham, Greenlee, Pima, Santa Cruz	Community Partnership of Southern Arizona (CPSA)	1-800-771-9889
Apache, Coconino, Mohave, Navajo, Yavapai	Northern Arizona Regional Behavioral Health Authority (NARBHA)	1-800-640-2123
Gila, La Paz, Pinal, Yuma	Cenpatico Behavioral Health of Arizona	1-866-495-6738

## TRHBAs

TRBHA	Phone Number
Gila River TRBHA	(602) 528-7140
Navajo Nation TRBHA	1-928-871-6877 (Main number) 1-928-871-7946 (Clinical Specialist)
Pascua Yaqui TRBHA	1-520-879-6060
White Mountain Apache TRBHA	1-928-338-4811

Services to other tribes are provided and covered by the local RBHA in which the tribal reservation is located and where the tribal member resides.

# Long Term Care Services

## Long Term Care Services

The Arizona Long Term Care System (ALTCS, pronounced “ALL-teks”) provides care for persons who may have disabilities and persons who are elderly. ALTCS provides institutional care and home and community based services to AHCCCS American Indian Health Program members who are at risk of institutionalization.

AHCCCS pays for:

- Acute care (medical) services
- Behavioral health services, including substance abuse services
- Home and community based services (HCBS) may be provided instead of institutional services, HCBS services include:
  - Adult day health services
  - Assisted living facility
  - Attendant care services
  - Habilitation services
  - Home delivered meals
  - Home health aide
  - Home modifications (changes)
  - Homemaker services
  - Personal care services
  - Nurse care
- Hospice services (care for members with a fatal illness)
- Medical equipment and medical supplies (for example, wheelchairs, walkers, etc.)
- Nursing facility services
- Speech, physical, occupational therapies

You may receive these services through one of the ALTCS program contractors or through your tribe if it is one of the tribes that has an intergovernmental agreement with AHCCCS.

All AHCCCS members with developmental disabilities receive services through the Department of Economic Security Division of Developmental Disabilities (DES/DDD).

# Long Term Care Services

## Tribal ALTCS Programs

The tribes that have an agreement with AHCCCS to provide case management services for their ALTCS members are:

Tribe	Phone Number
Gila River Indian Community	(602) 528-1200
Hopi Tribe	(928) 734-3552
Navajo Nation – Chinle	(928) 674-2236
Navajo Nation – Fort Defiance	(928) 729-4084
Navajo Nation – Tuba City	(928) 283-3250
Navajo Nation – Leupp	(928) 686-3200
Navajo Nation – Dilkon	(928) 657-8030
Pascua Yaqui Tribe	(520) 879-6000
San Carlos Apache Tribe	(928) 475-2798
Tohono O’odham Nation	(520) 383-6075
White Mountain Apache Tribe	(928) 338-1808

ALTCS members in other tribes receive case management services through the Native American Community Health Center (Native Health) in Phoenix. The phone number is (602) 279-5262.

# Long Term Care Services

## ALTCS Program Contractors

If you live off the reservation, you may be enrolled in one of the AHCCCS program contractors that serves the county in which you live.

County	Program Contractor	Phone Number
Statewide	DES/DDD	602-542-6857
Maricopa, Apache, Coconino, Pima, Santa Cruz, Yuma, La Paz, Mohave, Navajo, Yavapai	Evercare Select	(602) 331-5100 1-800-377-2055
Maricopa, Cochise, Graham, Greenlee, Pinal, Gila	Bridgeway Health Solutions	1-866-475-3129
Maricopa, Pima	Mercy Care Plan	(602) 263-3000 1-800-624-3879
Maricopa	SCAN Long Term Care	1-888-540-7226

## Advance Directives/Other Insurance

### Advance Directives

There may be a time when you are unable to make medical decisions for yourself. An Advance Directive is a paper that protects your right to refuse health care that you do not want. It will also tell people about the care that you do want.

The following are different types of Advance Directives:

- A *living will* is a piece of paper that tells doctors what types of services you do or do not want if you become sick.
- A *medical power of attorney* is a paper that lets you choose a person to make decisions about your health care when you cannot do it yourself.
- A *pre-hospital medical care* directive tells providers if you do not want certain lifesaving emergency care that you would get outside a hospital or in a hospital emergency room.

### Other Insurance

Please be sure to tell your health care provider about all medical insurance that you have. Other insurance may pay for some or all of your medical care. This may affect what the AHCCCS American Indian Health Program can pay for.

# Fraud and Abuse

## Fraud and Abuse

Any type of fraud or abuse is not allowed.

*Fraud* means lying or misleading with the knowledge that the deception could result in some unauthorized benefit to that person or some other person.

*Abuse* includes member actions that result in unnecessary cost to the AHCCCS program.

Examples of fraud and abuse are:

- Giving someone else your AHCCCS American Indian Health Program ID card so that they can get health care services
- Using someone else's ID card to get services
- Giving false information in order to become eligible for AHCCCS

# Your Rights and Responsibilities

## Your Rights

As a member of the AHCCCS American Indian Health Program, you have rights. These rights include, but are not limited, to the following:

You have the right to:

- Be treated with respect by AHCCCS and all providers of care
- Be treated fairly, regardless of your race, religion, sex, or age
- Have your privacy protected, including your medical or health records information
- See your own health records
- Be told what your health problems are
- Choose your provider(s) of services from those available and registered with AHCCCS
- Make decisions about the kinds of treatment and services you will get
- Receive information on treatment choices for your condition that are presented in way that is appropriate to your condition and your ability to understand the information
- Get a second opinion from another qualified health care professional on your health and treatment choices
- Refuse any services or treatments
- Be told what the dangers of your health problems and the treatments could be, including dangers of not receiving care or treatments
- Pick someone to make your health care decisions for you if/when you are unable to make them for yourself
- Have an interpreter present to explain things if you do not speak English

# Your Rights and Responsibilities

## Your Responsibilities

As a member of the AHCCCS American Indian Health Program, you have certain responsibilities. Your responsibilities include, but are not limited to, the following:

You have a responsibility to:

- Treat others with respect, including AHCCCS staff and all providers of care
- Tell your doctor and other health care providers about all your health care needs
- Tell your doctor and other health care providers when there are changes in your health condition and/or needs
- Do what your doctor and other health care providers tell you to do, including taking your medicines and following their advice about diet and exercise
- Ask your doctor, case manager, and/or other health care providers about your care and treatments if you do not understand them
- Take care of any equipment or supplies you are given and only use them as they are intended to be used
- Make your appointments ahead of time and be on time for them
- Cancel medical appointments and transportation when you are not able to keep these

