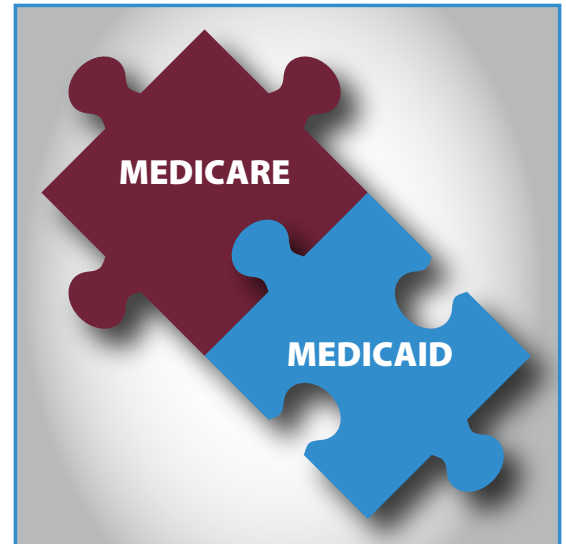


Are you looking for a simpler way to manage your healthcare with both Medicare and Medicaid?

AHCCCS is Arizona's State Medicaid Program. AHCCCS Members who also have Medicare are called Dual Eligible Members. Being enrolled in the same health plan for Medicare and Medicaid is called "alignment."

Alignment provides:

- One plan that coordinates all care.
- A comprehensive provider network.
- Timely coordination of care.
- Reduced confusion for members and providers.
- Easier access to specialists who are contracted with both Medicare and Medicaid.
- Better health outcomes.



How do I know if I am in an aligned health plan?

Call your AHCCCS health plan Member Services telephone number (on the back of your member ID card) to find out if your Medicare and Medicaid health plans are aligned.

How do I align my Medicare and Medicaid health plans?

All Dual Eligible Members may have opportunities to change their Medicare Advantage health plan enrollment, including D-SNP, a minimum of four times per year.

Dual Eligible members have several options to receive Medicare services:

- D-SNP (D-Special Needs Plan) – a type of Medicare Advantage Plan contracted with AHCCCS that is available only to AHCCCS Dual Eligibles. D-SNP plans offer attractive supplemental benefits such as dental and vision.
- Other Medicare Advantage Plans.
- Traditional Medicare.

Many Dual Eligible Members have different health plans for Medicaid and Medicare and may have complex health needs which may be better served by a D-SNP plan that can offer more coordinated benefits and support. To see the D-SNP plans available in your area, please see the AHCCCS website at: www.azahcccs.gov/AHCCCS/Initiatives/CareCoordination/duals.html.

Dual Eligible Members may contact their clinical team, or their Medicare Advantage Health Plan if enrolled, to determine whether they are enrolled in an aligned health plan, and how to change health plans if desired. Choice of another Medicare Advantage Health Plan or Traditional Medicare is available if a specific provider is unavailable in a specific D-SNP plan.

Other resources:

- State Health Insurance Assistance Program (SHIP) at (800) 432-4040
- 1-800-MEDICARE (1-800-633-4227), TTY: 1-877-486-2048

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you know of an AHCCCS member who is unable to access behavioral health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-0364-4558, or 1-800-867-5808.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS

Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Magellan Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE)

602-364-4558 or 800-867-5808
DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)

Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS

Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com
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