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Welcome to the AHCCCS American Indian Health Program!

We will work with you to help you stay healthy and get the care you need. Please keep this Member Information booklet in a place where you can find it easily.

**ID Cards**

When you become a member of the AHCCCS American Indian Health Program, you will receive an ID card from AHCCCS.

**ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM**

**Medical Identification Card**

AHCCCS ID #: A12345678 001
Member Name: Jane A. Member
Health Plan Name: American Indian Health Program
Telephone #:
For Behavioral Health-Substance Abuse Services:

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

1-800-654-8713

In Maricopa County, call

(602) 417-4000

**IMPORTANT!**

Do not let anyone else use your ID card!
Ask First

To receive some services from a non-IHS/638 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
American Indian Health Program

Services AHCCCS Will Pay For

The following sections of this handbook explain what health services AHCCCS may pay for. A list of other services that may be covered for AHCCCS American Indian Health Program members is included on Page 15.

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.
Preventative Care

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

- Well Exams

- 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

- 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
  - Pre-employment physical examinations
  - Sports exams or exams for exercise programs (except children under age 21)
  - Pilot’s examinations
  - Disability exams
  - Evaluation for law suits
American Indian Health Program

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 influenzae
- Rotavirus

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

The AHCCCS American Indian Health Program pays for medically needed inpatient hospital care in licensed participating hospitals. This can include Indian health service 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
- Emergency mental health or addiction services
- Medical supplies and equipment
- Chemotherapy (cancer treatment)
- Dialysis
- Laboratory services
- Pharmacy services and medicines
- Radiological and medical imaging services
- Total parenteral nutrition (feeding tube or intravenous feeding)

Medicines

The AHCCCS American Indian Health Program will may pay for medicines prescribed by your doctor (If on the formulary).

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

- Indian Health Service facilities
- Tribal Facilities
- Pharmacies that are part of the Med Impact 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 (you have to get Med Impact approval first). Also remember that AHCCCS uses a formulary (a list of approved medications). AHCCCS will not pay for your medicines that are not on the list.
**American Indian Health Program**

**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

AHCCCS will **NOT** pay for:

- Infertility diagnosis or treatment
- Abortion, unless:
  - There is a physical disorder, injury, or illness, including a physical condition that could endanger your life
  - The pregnancy was a result of rape or incest
  - A doctor says 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
Hysterectomy Services

The AHCCCS American Indian Health Program pays for medically needed hysterectomy. This is covered only if there is a medical need according to a medical provider.

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.

Covered dental services for children include:

- Check-ups and sealants (prevention against cavities)
- Emergency dental services
- All medically necessary therapeutic dental services, including fillings

Covered services for adults include:

AHCCCS covers medical and surgical services furnished by a dentist only to the extent that such services:

- May be performed under State law by either a physician or by a dentist and
- The services would be considered physician services if furnished by a physician..

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

Services are not covered for members 21 years of age or older, when provided by a podiatrist or podiatric surgeon.

Rehabilitative 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: Outpatient speech and occupational therapy services are covered only for children under 21 and members covered under the Arizona Long Term Care Services (ALTCS) program. AHCCCS does not pay for physical therapy if no improvement is expected.

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 non-emergency medical transportation transportation to and from covered medical appointments. Your doctor or other health care provider may need to obtain approval (prior authorization) from AHCCCS before transport.

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.
American Indian Health Program

Behavioral Health

The AHCCCS American Indian Health Program covers behavioral health services provided at an Indian Health Service or a Tribal facility. 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)
Long Term Care Services

The Arizona Long Term Care System (ALTCS) provides care for the disabled and the elderly. ALTCS provides institutional care and home and community based services to AHCCCS American Indian Health Program members who are at risk of institutionalization.

The following services are covered:

- Medical services
- Institutional services, including:
  - Nursing facilities
  - Inpatient psychiatric facilities (RTCs) for members under age 21
- 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
  - Homemaker services
  - Personal care services
  - Nurse care
- Hospice services
- Mental health and substance abuse services
- Medical equipment and medical supplies
- Speech, physical, occupational therapies (in nursing facilities and alternate residential facilities and as part of HCBS)
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.

- Cancer treatment, including chemotherapy and radiation
- Cardiovascular (heart and blood vessel) exams, tests, treatment, and surgery
- Consultations
- Critical care (intensive care units)
- Ear nose and throat exams and surgery
- Emergency treatment
- Female genital exams, treatment, surgery
- Gastroenterology (intestinal tract and liver) exams, treatment, and surgery
- General medical care and services
- Hearing exams and services
- Home services and home health services
- Immune system exams and testing and treatment of immune disorders
- Laboratory tests
- Male and female genital system exam, treatment, and surgery
- Medical/surgical supplies and equipment
- Musculoskeletal (bone, joint, and muscle) exams, treatment, and surgery
- Neurology (brain and nervous system) exams, treatment and surgery
- Nursing 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)
- Respite care
- Speech testing and services
- Surgical procedures
- Telehealth services
- Urinary system exams, treatment, and surgery
Advanced 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

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