

ALTCS-EPD and Medicare D-SNP Exclusively Aligned Enrollment Frequently Asked Questions

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Q1: What is Exclusively Aligned Enrollment?

A1: Individuals who are enrolled with one of the following Medicare Advantage Dual Special Needs Plans (D-SNP); UnitedHealthcare Dual Complete, Banner Medicare Advantage Dual, or Mercy Care Advantage, must be enrolled with the companion Arizona Long Term Care System, Elderly and/or Physically Disabled (ALTCS-EPD) Medicaid health plan.

Q2: When will Exclusively Aligned Enrollment be effective?

A2: Exclusively Aligned Enrollment will be effective January 1, 2025.

Q3: Who is Impacted by Exclusively Aligned Enrollment?

A3: Members who are enrolled with one of the following Medicare Advantage, Dual-Special Needs Plans (D-SNP): UnitedHealthcare Dual Complete, Banner Medicare Advantage Dual, or Mercy Care Advantage, **and** also enrolled with an Arizona Long Term Care System, Elderly and/or Physically Disabled (ALTCS-EPD) health plan.

- For members who are enrolled with one of the above Medicare Advantage D-SNP plans but are not enrolled in the companion ALTCS-EPD plan, AHCCCS will change the ALTCS-EPD enrolled health plan to align with the Medicare Advantage D-SNP plan.

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- For members enrolled with an AHCCCS Tribal ALTCS Contractor, Medicare enrollment will change to Medicare Fee-For-Service, also known as Original Medicare.

This alignment does not impact members enrolled in any of the following AHCCCS programs: AHCCCS Complete Care (ACC), AHCCCS Complete Care with a Regional Behavioral Health Agreement (ACC-RBHA), ALTCS Intellectually and/or Developmentally Disabled (ALTCS-DDD), or DCS/Comprehensive Health Plan (CHP)

Q4: Are members with a Serious Mental Illness (SMI) designation impacted by this change?

A4: This change impacts individuals enrolled with a Medicare Advantage D-SNP plan and an ALTCS-EPD health plan, including those who may have an SMI designation. Members with an SMI designation who are enrolled in an ACC-RBHA health plan will not be impacted by this alignment.

Q5: How many members will be impacted by this alignment?

A5: As of November 2024, approximately 16,800 members were enrolled in both Medicare Advantage and ALTCS-EPD health plans. Of these 16,800 members, approximately 2,300 are in a misaligned Medicare D-SNP and ALTCS-EPD health plan.

Q6: What are the benefits of aligning Medicare Advantage D-SNP and Medicaid ALTCS-EPD health plans?

A6: Aligning facilitates improved experiences for both members and providers with:

- A single member ID card for both Medicare and Medicaid (ALTCS-EPD) benefits,
- More seamless care coordination for health care services and prescription drugs, and
- One customer service number, and ideally customer service staff who are specifically trained on the plan benefits/systems.

Q7: How do I know if I am eligible for Medicare?

A7: An individual is eligible for Medicare on their 65th birthday, or is approved by the Social Security Administration for a specific disability or medical condition, such as end stage renal disease.

To determine eligibility for Medicare, contact:

At Medicare by telephone 1-800-MEDICARE or by web:

<https://www.medicare.gov/basics/get-started-with-medicare>

At the Social Security Administration, by telephone 1-800-772-1213 or by web:

<https://www.ssa.gov/medicare/sign-up>

Q8: How do I know if I am eligible for Medicaid ALTCS-EPD?

A8: ALTCS has its own application process. To be eligible for ALTCS an applicant needs to meet income, resource, and medical criteria. Both a financial and medical assessment are completed. If you are eligible for ALTCS, you will receive an approval letter and be enrolled in an ALTCS health plan. An eligible ALTCS member is enrolled into an ALTCS-EPD health plan when they are not receiving services through the Division of Developmental Disabilities (DDD). Eligible members who are receiving services through DDD are enrolled with the ALTCS-DD health plan

Q9: How frequently will AHCCCS do this alignment?

A9: Member enrollment will be updated when AHCCCS receives enrollment information from Medicare and the effective date will be based upon the date AHCCCS receives the Medicare record. If a prospective date is indicated on the Medicare record, then the effective date will be according to that date.

Q10: How does this change impact a member's annual open enrollment for Medicaid?

A10: ALTCS-EPD members will still be given an annual open enrollment choice. However, if the member has a Medicare Advantage Dual Special Needs Plan (D-SNP) and there is an ALTCS-EPD plan with the same parent company, the member will be enrolled with that ALTCS-EPD plan. If a member has a Medicare Advantage Dual Special Needs Plan and none of the ALTCS-EPD plans have the same parent company, that member can choose from the available ALTCS-EPD plans. If an ALTCS-EPD member does not have a Medicare Advantage D-SNP, they will have a choice of the available ALTCS-EPD plans.

Q11: How can I change my Medicare Plan?

A11: Information and assistance on changing Medicare enrollment can be found:

- Online at Medicare Plan Finder: <https://www.medicare.gov/>
- By calling 1-800-MEDICARE (1-800-633-4227), or TTY users can call 1-877-486-2048; or
- By calling the Arizona State Health Insurance Assistance Program (SHIP) using its confidential assistance Helpline at 1-800-432-4040.

Q12: Who is required to pay Medicare Premiums?

A12: Individuals who have fewer than 40 quarterly work credits, as determined by the Social Security Administration. To access information regarding potential applicability of Medicare premiums, please see the following web resources:

- <https://www.medicare.gov/basics/get-started-with-medicare/sign-up/when-does-medicare-c-coverage-start>
- <https://www.medicare.gov/basics/costs/medicare-costs>
- Or by telephone at 1-800-MEDICARE

Q13: Where can I find more information about ALTCS EPD Benefits?

A13: Information regarding ALTCS-EPD benefits can be found on the AHCCCS website: <https://www.azahcccs.gov/Members/AlreadyCovered/coveredservices.html>

Q14: Where can a registered provider verify which health plan a member is enrolled with?

A14: Providers can review member enrollment information using [AHCCCS Online](#).

Q15: How often does AHCCCS receive enrollment information from Medicare?

A15: AHCCCS receives enrollment information from Medicare on a daily basis.

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Q16: What if a member changes their Medicare plan during the Medicare Open Enrollment period?

A16: If an ALTCS-EPD member changes their Medicare plan to UnitedHealthcare Dual Complete, Banner Medicare Advantage Dual, or Mercy Care Advantage, their enrollment will be realigned by AHCCCS to the companion ALTCS-EPD health plan. If they change to any other Medicare plan, their ALTCS-EPD enrollment will not be affected.

Q17: Will AHCCCS be communicating this out to members?

A17: Communication will be sent to members in an ALTCS-EPD health plan and enrolled in Medicare Advantage approximately 30 days prior to January 1, 2025.

Q18: Will the Medicare D-SNP plan or the ALTCS-EPD health plan drive the alignment?

A18: Alignment is based on the member's selected Medicare Advantage D-SNP plan. AHCCCS will update a member's ALTCS-EPD health plan enrollment when the member selects a Medicare D-SNP that has a companion ALTCS EPD plan.