

Q1: Why is AHCCCS pausing the process to transition ALTCS-EPD members to Arizona Complete Health and UnitedHealthcare?

A1: An Administrative Law Judge (ALJ) has determined that AHCCCS' process to award new contracts for the Arizona Long Term Care System/Elderly & Physically Disabled (ALTCS-EPD) health plans was flawed. The ALJ has recommended that the procurement be canceled and a new request for proposal be issued. By law, this Decision serves as a recommendation to AHCCCS. As AHCCCS reviews the ALJ's Decision, the agency has decided to pause all current activities that are focused on transitioning ALTCS-EPD members to the newly-awarded health plans.

Q2: What does this pause mean for current ALTCS-EPD members?

A2: Current ALTCS-EPD members will remain with their current health plan for the foreseeable future. This means that ALTCS-EPD members currently enrolled with Banner-University Family Care, Mercy Care Plan and UnitedHealthcare Community Plan will not need to take any action. Previous communications from AHCCCS to ALTCS-EPD members about transitioning to a new health plan will no longer be applicable.

Q3: When will AHCCCS make a final decision about the future of the ALTCS-EPD contracts?

A3: The ALJ's Decision serves as a recommendation to AHCCCS. AHCCCS has 30 days from the date of the ALJ's Decision to review and make a final decision. AHCCCS has until September 9, 2024 to consider the points raised in the ALJ's Decision and accept, modify or reject the Decision.

Q4: Does the pause impact the transition of AHCCCS members from Care1st to Arizona Complete Health?

A4: This will not impact the status of any other procurement decisions. The transition of AHCCCS ACC and ACC-RBHA members from Care1st to Arizona Complete Health will not be impacted.

Q5: How will AHCCCS notify stakeholders and current ALTCS-EPD members about this pause?

A5: AHCCCS will be sending emails and mail to all ALTCS-EPD members to ensure they're aware of the pause. AHCCCS will also be updating language on its website to ensure stakeholders are made aware of the agency's decision to pause the EPD member transition. Health plans will also be notified about the decision, as will AHCCCS' provider networks.

Q6: Who do I contact with questions about whether this pause impacts me?

A6: Member questions regarding the pause in ALTCS-EPD member transition can be sent to MCOTransitions@azahcccs.gov.