

Children's Rehabilitative Services FAQs

Changes as of October 1, 2013

What to do if your primary care doctor says they do not see CRS patients

Call Member Services at 800-348-4058. They will check to see if your doctor is in the CRS network. UnitedHealthcare Community Plan has made every effort to make sure as many doctors as possible are included in the network.

Calling Member Services

When you call Member Services at 800-348-4058 you will be asked to say which health plan you are calling about. Please state Children's Rehabilitative Services, not Medicaid or Developmentally Disabled.

Transportation Options for CRS Members

It's easy, just call 888-700-6822. Make sure to call at least 72 hours before your appointment. Know the address of where you are going. Be specific about where you want to be picked up. They will ask if you have any special needs like a wheelchair.

CRS Fully Integrated members can get transportation for any health related matters including primary care, specialty care and behavioral health services.

CRS Partially Integrated-Acute members can get transportation for primary care and specialty care services.

CRS Partially Integrated-Behavioral Health members can get transportation for specialty care and behavioral health services.

CRS Only members can get transportation for specialty care services.

Language Line and Interpreter Services

If you need language interpreter services your doctor or clinician needs to make arrangements for you. This is what they need to do. Doctors or clinicians will call the Language Line 866-293-1798 and they should have this information ready:

- The doctor or clinician will be asked to enter their Tax ID number. If they don't know their Tax ID number they can enter **215452535**.
- Then they need to enter the member's ID number. The member ID number is on the ID card. The number starts with a 2 and is just above the member's name.
- Then they will enter 03 when asked to enter the two digit state code
- That will connect the provider to the Language Line for interpretation services.

Sign Language Interpreter Services

If you need sign language interpreter services your doctor or clinician needs to make arrangements for you. This is what they need to do. Your doctor or clinician will call Member Services at 800-348-4058 at least 5-7 days before your appointment. They should have this information ready:

- Patient's name
- Doctor's or clinician's name
- Date of the appointment
- Time of the appointment
- Location of appointment: address and major cross streets
- Doctor's or clinician's phone number
- Short description of the type of appointment

New ID Card

You will receive a new ID card in the mail. The new ID card will have your CRS coverage type on the front of the card. If you do not have your new ID card call Member Services at 800-348-4058 to verify if we have your correct address.

CRS Fully Integrated

 	
Health Plan (80840) 911-03432-06 CRS ID#: 299999999	
Member Name: SUBSCRIBER BROWN PCP: PROVIDER BROWN PCP PHONE: (999) 999-9999 MSIC: DMG Children's Rehabilitative Services 3141 N 3rd Ave., Phoenix, AZ 85013 (800) 000-0000 Member Services: (800) 348-4058	Group: 10115 CRS Fully Integrated
Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
Member Identification Card ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	

CRS Partially Integrated-Acute

 	
Health Plan (80840) 911-03432-06 CRS ID#: 299999999	
Member Name: SUBSCRIBER BROWN PCP: PROVIDER BROWN PCP PHONE: (999) 999-9999 MSIC: DMG Children's Rehabilitative Services 3141 N 3rd Ave., Phoenix, AZ 85013 (800) 000-0000 Member Services: (800) 348-4058 Behavioral Health Services: (999) 999-9999	Group: 10145 CRS Partially Integrated-Acute
Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
Member Identification Card ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	

CRS Partially Integrated-BH

 	
Health Plan (80840) 911-03432-06 CRS ID#: 299999999	
Member Name: SUBSCRIBER BROWN MSIC: DMG Children's Rehabilitative Services 3141 N 3rd Ave., Phoenix, AZ 85013 (800) 000-0000 Member Services: (800) 348-4058	Group: 99125 CRS Partially Integrated-BH
Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
Member Identification Card ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	

CRS Only

 	
Health Plan (80840) 911-03432-06 CRS ID#: 299999999	
Member Name: SUBSCRIBER BROWN MSIC: DMG Children's Rehabilitative Services 3141 N 3rd Ave., Phoenix, AZ 85013 (800) 000-0000 Member Services: (800) 348-4058	Group: 99135 CRS Only
Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
Member Identification Card ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	