

433 - MEMBER IDENTIFICATION CARDS

EFFECTIVE DATES: 11/01/12, 10/01/13, 10/01/14, 10/01/15, 07/01/16, 07/01/17, 10/01/18, 10/01/20, 10/01/21, 10/01/22, 04/14/23, 10/01/24, 10/01/25

APPROVAL DATES: 10/11/13, 03/07/13, 05/09/13, 08/01/13, 01/22/14, 05/21/15, 04/01/16, 02/16/17, 04/19/18, 01/16/20, 04/06/21, 05/17/22, 03/30/23, 05/16/24, 04/04/25

I. PURPOSE

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS CHP (CHP), and DES DDD (DDD) Contractors. This Policy establishes requirements for the Contractor and their subcontractors regarding the development, approval, and distribution of Member Identification Cards (ID Cards) for AHCCCS members.

II. DEFINITIONS

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in this Policy.

III. POLICY

A. GENERAL

The Contractor shall produce and distribute ID Cards to all enrolled members and shall have a process for producing and distributing replacement ID Cards to their enrolled members. The ID Card shall not include any information that identifies a member requiring additional health care support. The ID Cards shall comply with the formatting, timeliness, and prior approval guidelines specified in this Policy and in Attachment A of this Policy.

B. PROGRAM REQUIREMENTS

The Contractor shall have in place processes to ensure all members receive appropriate ID Cards in a timely manner. Refer to Attachment A to identify which of the following minimum requirements apply to Contractors:

1. Members requiring an ID Card shall be identified as a result of the AHCCCS 834 Transaction File and the ID Cards shall be produced and distributed as follows:
 - a. The Contractor shall mail ID Cards to new members within 12 Business Days from the Business Day following AHCCCS providing the 834 Transaction File to the Contractor,
 - b. The Contractor may provide an option for the member to access a digital version of the ID Card. The digital ID cards shall not be in lieu of physical ID cards, but an additional choice for members. The Contractor shall ensure that it operates a secure member portal and mobile application for this purpose, and
 - c. The Contractor shall distribute ID Cards for member replacement requests within five business days of the request.
2. The Contractor shall monitor the timeliness standards in this Policy for the ID Cards it issues directly, and any issued by its Subcontracted Health Plans.

3. If the Contractor replaces all ID Cards with a new version, each member shall receive their new ID Card at least 14 calendar days prior to the effective date of the card.
4. When the Contractor initiates services in a new Geographic Service Area (GSA), or for new Contractors initiating services in the State, AHCCCS' contract transition process will determine the timelines for issuing ID Cards.
5. The Contractor, serving members who are dually enrolled in Medicare and Medicaid, may elect to issue a combined Medicare/AHCCCS ID Card. The format for the combined cards shall meet the Centers for Medicare and Medicaid Services (CMS) Medicare Advantage Program requirements for ID Cards and shall be approved by AHCCCS. To obtain AHCCCS approval, the Contractor shall meet the minimum formatting requirements identified in Attachment A as applying to ID Cards for members dually enrolled. For the requirement of an ID Number, the Contractor may adopt additional formatting features included in this Policy or prescribed by CMS so long as the formatting features do not conflict with this Policy's minimum requirements.

C. FORMAT OF MEMBER IDENTIFICATION CARDS

The ID Cards shall meet the format standards specified in this Policy. Not all formatting standards apply to every Contractor, as specified in Attachment A. All text shall be in Arial font no smaller than 8 points, unless otherwise noted, and the following formatting standards may apply:

1. The front of the ID Card shall contain the approved color or black and white version of the AHCCCS logo. The logo shall be no smaller than 1" long by .333" inches wide. If a larger version of the logo is used, the logo shall maintain a 3:1 length to height ratio. The approved logo is available from AHCCCS.
2. The Contractor shall not edit or alter the approved logo, except as noted above.
3. The front of the ID Card shall include the following text in the Arial font no smaller than 11 points:

Arizona Health Care Cost Containment System.

The inclusion of "Arizona Health Care Cost Containment System" within the approved AHCCCS logo does not fulfill this requirement.

4. The front of the ID Card shall identify the member's name.
5. The front of the ID Card shall include the member's AHCCCS ID number.

For ID Cards issued to members enrolled with CHP, the card may use an identification number adopted by CHP.

6. The front of the ID Card shall include the Contractor's name.
7. The front of the ID Card shall include the Contractor's telephone number.

8. The ID Card and/or Card Holder shall include the TTY/TDY telephone numbers for members who are deaf or hard of hearing.
9. The front of the ID Card shall include a contact telephone number for accessing services from the behavioral health entity. The ID Card shall clearly identify this number as the contact for behavioral health services. If the Contractor is also the behavioral health entity for the member and services are accessed through one number, a separate behavioral health services phone number is not required.
10. The front or back of the ID Card shall include the nurse triage telephone number.
11. The front of the ID Card shall include the ACC-RBHA statewide crisis phone number.
12. The front or back of the ID Card shall include Pharmacy Help Desk Phone number, RxBIN, RxPCN, and RxGRP.

For ID Cards issued to members enrolled with DDD and AHCCCS FFS, an RxGRP is not required.

13. The back of the ID Card and/or the Card Holder shall include the following text in the Arial font no smaller than 7 points:

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee for services. To verify benefits visit <name of website>.

14. For all Contractors except CHP, the back of the ID Card, or the Card Holder or an insert included in the card's mailing to the member if a Card Holder is not used, shall contain the following text font no smaller than Arial 7 points:

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its online verification tool that providers use to verify your coverage. If you have an Arizona driver's license or State issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.

15. The ID Card and/or Card Holder may include additional information identified as appropriate, subject to the approval requirements of this Policy. Possible items could include plan logos, contact information for contracted hospitals, or after-hours clinics.

16. Any new ID Card mailing shall include the most recent version of the AHCCCS and the Contractor's Notice of Privacy Practices (NPP).

D. APPROVAL OF MEMBER IDENTIFICATION CARDS AND OTHER COMPLIANCE REQUIREMENTS

An ID Card, the Card Holder, any letters, or information mailed to the member with the Card, and any changes to these items shall be submitted to, and have prior approval obtained from, AHCCCS.

1. The Card Holder and any letters or information mailed to the member with the ID Card shall comply with requirements as specified in ACOM Policy 404.
2. If the Contractor issues more than one version of an ID Card to its members, an example of each version shall be submitted for approval.

For those ID Cards requiring AHCCCS approval, the documents shall be submitted as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables.

The DDD and CHP shall approve ID Cards and other member information for their Subcontracted Health Plans and shall ensure that the ID Cards align with policy requirements.

Any third party subcontracted to produce or distribute ID Cards qualifies as an Administrative Services Subcontractor. AHCCCS Contractors shall obtain approval prior to implementation of an Administrative Services Subcontract, as specified in Contract and in ACOM Policy 438.

IMPLEMENTATION DATE 10/1/13