

# Frequently Asked Questions (FAQs) AHCCCS Complete Care Transition

## Overview of Changes

### **Q: What is changing?**

*A: On October 1, 2018, your child's health plan may be changing. Currently, you have United Healthcare Community Plan, but starting October 1, 2018, there will be seven health plans included in AHCCCS Complete Care (ACC) for patients living in Maricopa, Gila or Pinal Counties; for people living in other areas of Arizona- like Tucson, Flagstaff and Yuma- there may be two or three plans. You may have already received a letter telling you what plan you will have. If you have Long Term Care or ALTCS, the plan will not change until October 1, 2019. For more information about these changes, visit: <https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>.*

### **Q: What is not changing? What does the change mean for me and my child?**

*A: It does not matter which ACC health plan you have. Your child can continue to come to the District Medical Group Children's Rehabilitative Services (DMG CRS) just as he or she has in the past. We will continue to provide complete care for your child in one building. We will also help you and your family get through these changes. Together, we will focus on taking care of your child's healthcare needs.*

### **Q: What is new with the change?**

*A: DMG CRS is no longer limited to only children with CRS conditions. After October 1, 2018, other children in your family may be able to be seen at the DMG CRS clinic, too. Please call DMG CRS for more information, (602) 914-1520.*

### **Q: Where do I go now if I need help for my child?**

*A: You can contact DMG CRS, just as you have in the past. We will continue to be here for you and your child. Our telephone number is (602) 914-1520. If you have questions about the health plans or the changes AHCCCS is making, you can also get more information at <https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>.*

### **Q: Do I have to ask my pediatrician to do anything?**

*A: No. You do not have to ask your pediatrician to do anything.*

### **Q: I am over the age of 21. May I still receive care at DMG CRS?**

*A: Yes. If your medical provider at DMG CRS see patients over the age of 21, you can still see the provider. If your provider only sees children, you can work with the staff at DMG CRS to find a new provider. Please be aware that some health plan benefits are different when you are an adult.*

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## Health Plans

**Q: How can I find out what health plan I am on effective October 1, 2018?**

*A: If you got a letter from AHCCCS in June, it will tell you what health plan you will be on. If you did not get a letter and you do not know which health plan you will be on starting on October 1, 2018, you can call AHCCCS. Their phone number is (602) 417-4000. Make sure that you have your AHCCCS number when you call. It will start with the letter, "A".*

**Q: I need medical services for my child and was asked for our AHCCCS ID number but I don't have it. How can I find out what my AHCCCS ID ("A number") is?**

*A: If you do not know your A number, ask your medical provider or pharmacy to go to the AHCCCS website and enter your child's name and date-of-birth (DOB) to get your child's AHCCCS ID number.*

**Q: Can DMG CRS help me find out what health plan I am on as of October 1, 2018?**

*A: We will not know what plan you are on until October 1, 2018. Please know that the old health plan is sending information to the new health plan to help your child. You can call AHCCCS at (602) 417-4000 to see what new health plan you will have.*

**Q: Am I going to get new insurance cards?**

*A: Yes. Your new health plan will send you new insurance cards after October 1, 2018.*

**Q: My doctor is not on my health plan. What do I do?**

*A: If you come to DMG CRS, you do not have to worry about your doctor being on your ACC health plan. DMG CRS is contracted with all seven ACC plans. We are also contracted with other insurances, too. If you choose to get your care at a place besides DMG CRS, you will need to check with that doctor to see if he or she is on your health plan.*

**Q: Can I change health plans?**

*A: Open enrollment is a time when you can change ACC health plans. It is closed now, so you cannot change health plans. For more information about the seven ACC health plans and open enrollment for 2019, please go to the AHCCCS website (<https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>) or call AHCCCS at (602) 417-4000. If you have American Indian Health Plan (AIHP), you have the right to change at any time.*

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**Q: Is everyone's open enrollment the same since they all had open enrollment in July 2018?**

*A: AHCCCS decides when open enrollment is, and they send you information before you have to choose an ACC health plan. Make sure your address is always up-to-date with AHCCCS so you receive information about open enrollment. Also, we recommend you check the AHCCCS website for more information: <https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>.*

**Q: Do these changes impact kids with Comprehensive Medical & Dental Program (CMDP) and/or American Indian Health Plan (AIHP)? Can these patients still come to DMG CRS?**

*A: CMDP and AIHP will provide CRS services by contracting with doctors and providers. DMG CRS is contracted with both plans, so we can continue to serve you and your child. Some things might change- like transportation- but staff at DMG CRS will help you know where to get services.*

**Q: What do I do if my child needs a treatment, medication, test or surgery, and I have a new health plan?**

*A: DMG CRS takes all the new ACC health plans. So regardless of the health plan you have, you can call DMG CRS to help you with your child's healthcare needs. Also, know that AHCCCS is working with the old health plan and your new health plan to make the change.*

### DMG CRS

**Q: Is DMG CRS going away? Will we still be able to go there? Will it stay open?**

*A: DMG CRS is here to stay in our one-story Multispecialty Interdisciplinary Clinic (MSIC) at 3141 N. 3rd Ave., Suite 100 in Phoenix at Park Central Mall. We will continue to offer complete care for your child and family as we have since 2012. All the services we have offered you for years will still be available. You will continue to see many of the staffs' friendly faces who have supported you and your family for years. You will also see many of the same specialty doctors that care for your child.*

**Q: Can Comprehensive Medical & Dental Program (CMDP) and/or American Indian Health Plan (AIHP) patients still come to DMG CRS?**

*A: DMG CRS is contracted with CMDP and AIHP, so we can continue to serve you and your child. Some things might change- like transportation- but staff at DMG CRS will help you know where to get services.*

### Phoenix Children's Hospital (PCH) Providers

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**Q: What is changing about Phoenix Children's Hospital (PCH) providers? When are PCH providers leaving DMG CRS?**

*A: The PCH providers will not come to DMG CRS after October 1, 2018. There are two exceptions; the two plastic surgery providers will come to DMG CRS until October 31, 2018.*

*However, DMG CRS has many excellent providers who have served CRS children for many years. DMG CRS is also actively adding new, highly experienced physicians across medical specialties. In most cases, your child can continue to receive complete care at our facility.*

**Q: What is not changing?**

*A: DMG CRS is still here to provide you and your child complete care at the clinic. We have doctors, nurses, providers and support staff who are all here to serve you.*

**Q: If my child has been seeing a PCH physician at DMG CRS, what are my choices?**

*A: In most cases, you can continue to see a doctor with expertise and experience in that same medical specialty at DMG CRS. They will work with you and staff to support your child's specific healthcare needs. You do not need to do anything. Staff will contact to you to schedule an appointment. The DMG CRS staff is available if needed at (602) 914-1520.*

*If you want to continue to see your PCH provider, please call your health plan to see if the PCH provider is covered by your health plan. You then will need to call PCH to schedule an appointment.*

**Q: With PCH providers leaving DMG CRS October 1, 2018, are there any medical specialties which will no longer be available at DMG CRS?**

*A: As of right now, metabolic genetics is the only medical specialty that we will not have on October 1, 2018. Our goal is to add providers in this area as quickly as we can. In the meantime, the health plan will work with those patients to help with metabolic genetics care.*

**Q: If my child was seeing a PCH provider at DMG CRS, do I now have to take my child to PCH for care?**

*A: In most cases, you do not have to take your child to PCH to see the doctor. You have the right to choose. DMG CRS already has many highly qualified physicians and we are adding new, experienced providers as we need to so that we can continue to support our patients.*

**Q: Why is DMG CRS scheduling appointments after October 1, 2018 with PCH providers if the PCH providers are leaving on October 1? I am confused.**

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*A: DMG CRS wants to make sure that patients do not get missed during these changes. We want your child to get the follow-up visits needed. We will contact all the patients who are scheduled with PCH providers after October 1, 2018. You will have two choices: (1) Staff will help you make an appointment at DMG CRS with a new provider in the same medical specialty; or (2) you may call PCH to schedule an appointment with the PCH provider.*

**Q: What if my child needs medication, and PCH will not fill the prescription until my child is seen by the PCH physician at PCH? What do I do?**

*A: Most of the time, the doctor needs to see the patient before a prescription is refilled. The doctor wants to examine the child and see how the child is doing on the medication. The doctor needs to see if the medication is helping like it was supposed to.*

*If your child is due for a medication refill but he or she needs to see the doctor first, please call DMG CRS to schedule a visit with one of our specialists. Please let us know that a prescription refill is needed soon.*

*If you want your child to continue to see his or her PCH doctor, you will need to contact PCH to make an appointment. Please make sure to do that before your child needs a prescription refill.*

**Q: Why are PCH providers telling us to follow them to PCH, instead of giving us a choice? If most of my child's appointments are at DMG CRS, I'm not going to PCH.**

*A: PCH providers are not going to be seeing patients at DMG CRS after October 1, 2018 but can see these patients at PCH. However, DMG CRS is adding physicians across medical specialties so you can continue to see all the specialty providers your child needs at one location- DMG CRS- just as you have in the past.*

*If you choose to take your child to see the PCH physician at PCH, make sure to contact your health plan first and see if the PCH provider is covered by your health plan. DMG CRS is contracted with all seven health plans, so you need not be concerned about health plan coverage if you see a DMG CRS provider.*

**Q: What do I do if my new plan is not accepted at PCH, but I want to continue to see the PCH physician?**

*A: As part of the ACC changes, AHCCCS will cover up to a six-month transition period. If there are visits, treatments or procedures that your child needs but your provider is not contracted with your new health plan, AHCCCS will cover it. The provider must be willing as well. After that six months, you might have to change providers if the provider is not contracted with your health plan.*

*DMG CRS is contracted with all seven health plans. All our providers can treat your child.*

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