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XXXXXXXXXXXXXXXXXX, XX XXXXX

Letter that CRS members will receive to notify them they will be assigned to Mercy Care ACC

MEMBER NAME
NOMBRE DE MIEMBRO
XXXXXXXXXXXXXXXXXXXX

AHCCCS ID NUMBER
NUMERO DE ID DE AHCCCS
XXXXXXXXXX

On October 1, 2018, your new AHCCCS Complete Care (ACC) health plan will be Mercy Care.

NOTICE:

Your current health plan, UnitedHealthcare Community Plan CRS, will no longer be the single statewide CRS health plan after 9/30/2018. Starting October 1, 2018, Mercy Care will be your new ACC plan. Mercy Care will provide your AHCCCS medical and behavioral health care services, including all care for your Children’s Rehabilitative Services (CRS) eligible conditions.

You can check to see if your providers are in the network of your new ACC plan, or other ACC plans in your area. The health plan networks can be found at the websites listed below.

You have the option to change ACC plans.

WHAT TO DO:

- To stay with Mercy Care starting October 1, 2018, **you do not need to do anything.**
- If you would like to change your ACC plan to one of the plans listed below you need to let AHCCCS know between July 1 and July 31, 2018. If you change plans, you will be enrolled with the new ACC plan beginning October 1, 2018 for medical and behavioral health care services, including all care for your CRS eligible conditions.

How to Change Health Plans

If you want to change health plans, let AHCCCS know between July 1 and July 31, 2018 by logging into the member portal. The member portal is available 24 hours per day and can be found at this link: <https://accchoiceplanchange.azahcccs.gov>

To make a change in the member portal you will need to enter your member AHCCCS ID and date of birth. If you are having problems accessing the member portal or do not have access to the internet please call Health-e-Arizona Plus Customer Support Center (Monday – Friday, 8:00 a.m. – 5:00 p.m.) at 1-833-810-4200.

Additional information about the ACC health plans available in your area can be found on the health plan's website or by calling the health plan phone number listed below:

Available Health Plans	Website	Phone #
Mercy Care (ID 010306)	www.mercycareaz.org	1-800-624-3879
Arizona Complete Health (ID 010422)	www.healthnetaccess.com	1-888-788-4408
Steward Health Choice Arizona (ID 010497)	http://www.healthchoiceaz.com	1-800-322-8670
Care1st Health Plan (ID 010254)	www.care1staz.com	1-866-560-4042
Banner-University Family Care (ID 010314)	www.ufcaz.com	1-800-582-8686
Magellan Complete Care (ID 010500)	www.mccofaz.com	1-800-424-5891
UnitedHealthcare Community Plan (ID 010158)	https://www.uhccommunityplan.com	1-800-348-4058

American Indian Members:

American Indian members can choose to receive all medical health care, including care for your CRS eligible conditions, and behavioral health care services through the American Indian Health Program (AIHP) at any time. Members enrolled with AIHP for medical health care may also choose to receive their behavioral health care services through an available Tribal Regional Behavioral Health Authority (TRBHA). American Indian members are always able to receive medical and behavioral health care services from any Indian Health Service provider or tribally owned and/or operated health facilities at any time whether enrolled in a health plan or AIHP.

MEDICARE:

Mercy Care also offers a Medicare plan, Mercy Care Advantage. You will need to call Mercy Care to enroll in their Medicare plan, if you are not already enrolled. If you have Medicare Part A and B, Mercy Care Advantage will be able to coordinate your behavioral health, medical health and prescription drugs. This will make it easier for you to get both your AHCCCS and your Medicare services.