



AHCCCS COMPLETE CARE SPECIAL ENROLLMENT NOTICE



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Letter that Care 1st members that have used behavioral health services from Mercy Mariopa RBHA will receive

MEMBER NAME	AHCCCS ID NUMBER
NOMBRE DE MIEMBRO	NÚMERO DE ID DE AHCCCS
XXXXXXXXXXXXXXXXXX	XXXXXXXXXX

On October 1, 2018, you will begin receiving behavioral health care services from Care1st Health Plan, A WellCare Company, an AHCCCS Complete Care (ACC) health plan.

NOTICE:

Starting October 1, 2018, Care1st Health Plan will be providing both your AHCCCS medical and behavioral health care services. Your current Regional Behavioral Health Authority (RBHA) will NO LONGER be responsible for your AHCCCS behavioral health care services AFTER 9/30/2018.

This change is so all of your medical and behavioral health care needs are provided by one health plan. You can check to see if your providers are in the network of Care1st Health Plan. The health plan network can be found at the website listed below.

Because you have received behavioral health services in the past, you have the option to change to Mercy Care ACC plan, which is related to your current RBHA.

WHAT TO DO:

- To stay with Care1st Health Plan starting October 1, 2018, **you do not need to do anything.**
- If you would like to change your ACC plan to Mercy Care you need to let AHCCCS know between July 1 and July 31, 2018. If you change plans, you will be enrolled with Mercy Care beginning October 1, 2018 for both medical and behavioral health care services.

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 secure 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 plans can be found on the health plan's website or by calling the health plan phone numbers listed below:

Available Health Plans	Website	Phone #
Care1st Health Plan (ID 010254)	www.care1staz.com	1-866-560-4042
Mercy Care (ID 010306)	www.mercycareaz.org	1-800-624-3879

American Indian Members:

American Indian members can choose to receive all medical 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:

Care1st Health Plan also offers a Medicare plan, OneCare. You will need to call Care1st Health Plan to enroll in their Medicare plan, if you are not already enrolled. If you have Medicare Part A and B, OneCare 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.