Welcome to the community.

Arizona
AHCCCS/Medicaid or Developmentally Disabled (DD)
Member Handbook

Services funded under contract with AHCCCS.

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Important Information

**Member Services:**
Available 8:00 a.m. – 5:00 p.m. Monday – Friday excluding state holidays.
Toll-Free .............................................................. 1-800-348-4058
TDD (for the hearing impaired) ....................................... 711

UnitedHealthcare Community Plan – CRS ............................. 1-800-348-4058

**Urgent or emergency care:**
If you need urgent care, your PCP should see you within 48 hours. Urgent Care Centers are also available in our network of providers. If you need emergency care, your PCP should see you that day. For life-threatening emergencies, call 911 or go to the nearest emergency room.

What if I have a behavioral health emergency?
If you have a behavioral health emergency, it is important to get help right away. Please call the crisis phone number for your behavioral health provider, either your RBHA/TRBHA or UnitedHealthcare Community Plan. Remember, you should only call 911 if you are having a life-threatening medical emergency or if you are going to hurt yourself or someone else.

**RBHA listings.**

**Cenpatico Integrated Care**
*Cochise, portions of Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties*
Member Services .......................................................... 1-866-495-6738
Crisis Line ................................................................. 1-866-495-6735

**Mercy Maricopa Integrated Care**
*Maricopa County*
Member Services .......................................................... 1-800-564-5465
Crisis Line ................................................................. 1-800-631-1314

**Health Choice Integrated Care**
*Apache, Coconino, Gila, portions of Graham, Mohave, Navajo and Yavapai Counties*
Member Services .......................................................... 1-800-640-2123
Crisis Line ................................................................. 1-877-756-4090
Tribal Regional Behavioral Health Authority (TRBHA) listings.
Apache White Mountain
Member Services ................................................................. 928-338-4811
Crisis Line ................................................................. 1-877-336-4811

Gila River
Member Services ................................................................. 520-562-3321
Crisis Line ................................................................. 1-800-259-3449

Pascua Yaqui
Member Services ................................................................. 520-879-6060
Crisis Line ................................................................. 520-591-7206

Websites
UHCCommunityPlan.com
This is the site for members of UnitedHealthcare Community Plan.
Visit this site if you have UnitedHealthcare Community Plan.

This website will introduce people to the new requirements for AHCCCS Health Insurance and KidsCare eligibility, and connect to the Federal Insurance Marketplace.

Your Health Providers
Be sure to fill in the blanks so you will have these numbers ready.

My Member ID: _____________________________________________

Behavioral Health Crisis: _____________________________________________

My Doctor: _____________________________________________

My Doctor’s Phone Number: _____________________________________________

My Doctor’s Address: _____________________________________________

My Dentist: _____________________________________________

Pharmacy: _____________________________________________

Behavioral Health Providers: _____________________________________________
Member Services

Monday – Friday 8:00 a.m. to 5:00 p.m. excluding state holidays.

Member Services can:

- Answer questions about your health care benefits.
- Help solve a problem or concern you might have with your doctor or any part of the health plan.
- Help you find a doctor.
- Tell you about our doctors, their backgrounds, and the care facilities in our network.
- Help you if you get a medical bill.
- Tell you about community resources available to you.
- Help you if you speak another language, are visually impaired, need interpreter services, or sign language services.

When you call us ...

We ask questions to check your identity. We do this to protect your privacy. This is federal and state law. Gather the following information before you call:

- Member ID number.
- Current address and phone number on file with AHCCCS.
- Date of birth.

Member Services is here to help you.

Call 1-800-348-4058, TDD (for the hearing impaired): 711, Monday – Friday 8:00 a.m. to 5:00 p.m. excluding state holidays.
Language and Cultural Services

Clear communication is important to get the health care you need. UnitedHealthcare Community Plan provides member materials to you in a language or format that may be easier for you to understand. We also have interpreters for you to use if your doctor does not speak your language. If your doctor does not understand your cultural needs, we can help. We will work with your doctor or help you pick a new doctor.

**English:**
Call Member Services at **1-800-348-4058** for interpreter services, to find a doctor who understands your cultural needs, or for materials in another language or format. These services are provided at no cost to you.

**Español:**
Llame a Servicios para Miembros al **1-800-348-4058** para obtener servicios de interpretación, para encontrar a un doctor que entienda sus necesidades culturales o por materiales impresos en otro idioma o formato. Estos servicios son provistos gratuitamente.

**Somali:**
Adeegyada turjumaanka ka wac Adeegga Xubnaha lambarka 1-800-348-4058, si aad u hesho dhakhtar fahmaya baahiyahaaga dhaqaneed, ama waxyaabo ku qoran luqad ama qaab kale. Adeegyadaas kuguma joogaan adiga wax kharash ah.

**Simplified Chinese:**
请致电会员服务部（电话：1-800-348-4058）以获得口译服务、寻找了解您的文化需求的医生、或获得其他语言或格式的材料。上述服务均免费为您提供。

**Serbian:**
Pozovite Službu za usluge za članove na broj 1-800-348-4058 za usluge prevodioca, da pronađete lekara koji razume vaše kulturne potrebe ili za materijale na drugom jeziku ili u drugom formatu. Ove usluge vam se pružaju besplatno.

**Traditional Chinese:**
請致電會員服務部（電話：1-800-348-4058）以獲得口譯服務、尋找瞭解您的文化需求的醫生、或獲得其他語言或格式的材料。上述服務均免費為您提供。

**Romanian:**
Sunați departamentul Servicii destinat membrelor la numărul 1-800-348-4058 pentru servicii de interpretare, pentru a găsi un medic care înțelege necesitățile dvs. culturale sau pentru materiale în altă limbă sau în alt format. Aceste servicii vă sunt oferite gratuit.
If you require additional assistance to communicate, such as auxiliary aids, contact Member Services. 
Auxiliary Aids are services or devices that help people with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in the health plan. Auxiliary Aids may be provided at no cost to you.

Visit our website or contact Member Services to obtain a copy of the UnitedHealthcare Community Plan Provider Directory at no cost to you. Our directory contains information about how our providers can meet your cultural, language, or accessibility needs.
Welcome to

UnitedHealthcare Community Plan

Making a difference, one member at a time.
UnitedHealthcare Community Plan serves many different programs in Arizona.

AHCCCS/Medicaid.
AHCCCS/Medicaid is a health insurance plan for Arizona residents who meet certain income and other requirements. It covers medical care including doctor visits, hospitalization, and prescription drugs for you or your child, pregnant women, children under age 19 and people with disabilities who can’t afford to buy insurance on their own.

KidsCare.
AHCCCS offers health insurance through KidsCare for eligible children (under age 19) who are not eligible for other AHCCCS health insurance. For those who qualify, there are monthly premiums.

Children’s Rehabilitative Services (CRS).
Children’s Rehabilitative Services is a program for individuals with special health care needs. You or your child can receive care at one of four Multi-Specialty Interdisciplinary Clinics (MSICs) in Phoenix, Tucson, Flagstaff or Yuma. At these clinics, you or your child can receive all of your specialty care. Primary and behavioral health services may also be offered.

Developmentally Disabled (DD).
Developmentally Disabled programs address the specific health care needs of children and adults with conditions such as autism, cerebral palsy, epilepsy or other cognitive disabilities. This program combines medical services with community resources to help you care for yourself or to help your family care for you.

Dual Special Needs Plans (Dual SNP). UnitedHealthcare® Dual Complete™ (HMO SNP).
Medicare benefit specifics on amounts will be updated prior to publishing. Medicare rules prohibit early communication of this benefit information for the coming year.

Dual Special Needs Plans (Dual SNP). UnitedHealthcare® Dual Complete™ ONE.
Medicare benefit specifics on amounts will be updated prior to publishing. Medicare rules prohibit early communication of this benefit information for the coming year.
Long Term Care (LTC).
Long Term Care programs help people who are age 65 or older, blind, or disabled and need ongoing services at a nursing facility level of care. A case manager assesses your needs and arranges for the services you require to stay in your home, such as attendant care, home modifications and meal delivery.

Your Member Handbook
This Member Handbook is for members of UnitedHealthcare Community Plan who receive benefits for AHCCCS/Medicaid, KidsCare, or Developmentally Disabled (DD). Our AHCCCS/Medicaid and KidsCare products are available in every county except Gila and Pinal counties. Our DD product is available in all 15 Arizona counties.

Please read this handbook. It will tell you:
- Your rights and responsibilities as a member.
- How to get health care services.
- What services are covered and not covered.
- How to use your benefits.
- Where to go for help.
- Information about UnitedHealthcare Community Plan.

You can also view your Member Handbook on our website at UHCCommunityPlan.com or request a printed handbook be mailed to you at no cost.

UnitedHealthcare Community Plan: Managed Care Programs to Keep You Healthy
UnitedHealthcare Community Plan is a managed care plan. This means that all of the medical care and service you receive must be requested and provided by a doctor or health care provider that is in the UnitedHealthcare Community Plan network.

UnitedHealthcare Community Plan understands that current members have relationships with their doctors and health care providers. To maintain these relationships, UnitedHealthcare Community Plan may allow a non-participating doctor or health care provider to treat a member if approval is provided by UnitedHealthcare Community Plan. This is called a preauthorization. UnitedHealthcare Community Plan will work with your health care providers to make sure you receive the care you need.
DD members:

Look for this box throughout the Member Handbook. It will tell you details about your unique benefits and services.

Your ID Card

When you join our plan, you will receive an ID card from UnitedHealthcare Community Plan. Your ID card is your key to getting health care services. It has your ID number, your name, and other important information. Your ID card identifies you as a UnitedHealthcare Community Plan member. Your ID card has a phone number to access behavioral health and substance abuse services. Services are assigned to a provider based on where you live. If you have questions or need help getting behavioral health services, please call the number on your card.

When you get your card, check it carefully. Call Member Services right away if any of the information on your card or your child’s card is wrong.

Quick tips.

• Your ID card is for your use only. Don’t let others use it.
• Carry your ID card at all times and keep it in a safe place.
• Do not lose your card or throw it away.
• You will need your card when you get medical care or when you pick up medicine at the pharmacy.
• Misusing your medical ID number, like loaning or selling the card or the information on it, is against the law.
• Misusing your card or medical ID number may result in legal actions and you could lose your AHCCCS eligibility, benefits and health care services.
• If you notice others getting benefits they are not eligible for or someone misusing the medical ID card, please tell us right away. You can call or write AHCCCS or UnitedHealthcare Community Plan Member Services. AHCCCS also has a Member Fraud Hotline you can call at 1-888-ITS NOT OK (1-888-487-6686) or 602-417-4193.
• You may also call AHCCCS or UnitedHealthcare Community Plan to report any provider you believe may be giving services to members that are not needed or should not be given.
• If you have an Arizona driver’s license or identification card, AHCCCS will get your picture from the Arizona Motor Vehicle Division (MVD). When providers pull up your AHCCCS eligibility, they will see your picture with your coverage details.
Member Responsibilities

You have the responsibility to:

• Read and follow this handbook.
• Treat all UnitedHealthcare Community Plan staff and health care providers with respect and dignity.
• Protect your ID card and show it before you get services. Do not throw your card away.
• Know the name of your Primary Care Physician (PCP). Your PCP is your doctor that coordinates your health care needs.
• See your PCP for your health care needs.
• Use the emergency room for life-threatening care only. Go to your PCP for all other care. If you have an urgent problem and your doctor can’t see you right away, you could go to an urgent care center.
• Follow your doctor’s instructions and treatment plan, and tell your doctor if their explanations are not clear.
• Bring your child’s immunization records with you to appointments until the child is 18 years old.
• Make an appointment before you visit your PCP or any other UnitedHealthcare Community Plan health care provider.
• Schedule appointments during office hours to avoid the need to use urgent care centers or emergency rooms.
• If you need a ride, call 1-888-700-6822 at least three days before your appointment.
• Arrive on time for appointments.
• Please call the office at least one day in advance if you must cancel an appointment. If you cancel your appointments, be sure to cancel your transportation at 1-888-700-6822.
• Be honest and direct with your PCP. Give them health history on you or your child.
• Call AHCCCS if you have changes in address, family size or questions about eligibility.
• Tell your doctor, AHCCCS, and UnitedHealthcare Community Plan if you have other insurance, such as Medicare.
• Give a copy of your Living Will to your PCP.
DD members:

With the help of your DES/DDD Support Coordinator, your responsibilities include:

- Keep your ALTCS eligibility predetermination appointments.
- Select a PCP within 10 days of notification of plan enrollment.
- Coordinate all necessary covered medical services through your PCP.
- Notify the DES/DDD support coordinator of changes in your address or phone number or if your private insurance has changed.
- Arrive on time for your appointments or call ahead if you can’t make it.
- Provide all the information to your PCP that is requested by the PCP.
- Notify your DDD support coordinator and UnitedHealthcare Community Plan with all the information, including changes in private and public insurance, third party liability, financial assistance, or other benefits received by you.
- Pursue eligibility with Children’s Rehabilitative Services (CRS). Direct any complaints or problems to DES/DDD, Health Care Services, Member Services or your UnitedHealthcare Community Plan DD Liaison as soon as possible.
- Participate in family-centered consultations at the request of UnitedHealthcare Community Plan, your Support Coordinator or other personnel.
Changes in Information

If your family changes or you move, call the office that helped you with eligibility and UnitedHealthcare Community Plan right away. These changes include:

- Adoption.
- Marriage.
- Birth.
- Moving to a new county.
- Death.
- Divorce.
- Moving to a new state.
- Guardianship.
- Address.
- Phone number.

Contact the agency that helped you with eligibility to request changes.

DES — 1-855-HEA-PLUS (1-855-432-7587)
KidsCare — 1-855-HEA-PLUS (1-855-432-7587)
SSI MAO — 602-417-5010 or 1-800-528-0142 outside Maricopa County
Social Security Administration — 1-800-772-1213

DD members:
Call your DDD Support Coordinator and ask to have a member change report submitted to correct your information.

What Care Is Available Outside My Service Area?

When you are outside your service area, UnitedHealthcare Community Plan only pays for emergency care. UnitedHealthcare Community Plan will not pay for emergency care if you are outside the country. If you have an emergency, go to the nearest emergency room or hospital. Tell them you are a member of UnitedHealthcare Community Plan or show your AHCCCS card. Any service you get that is not an emergency will not be covered by UnitedHealthcare Community Plan. You may be charged for services that are not an emergency. If you need care, but it is not an emergency, call your PCP or Member Services.
Changing Health Plans

Every year you have the option to change plans during Annual Enrollment Choice (AEC). This is the date you enrolled with AHCCCS. AHCCCS will send you a notice two months before the date you can change. If you want to change health plans, call UnitedHealthcare Community Plan Member Services. We want to help with any problems you have first.

If you want to change health plans and it is not your AEC period, you may still be able to change plans in special cases. You may be able to change your health plan if:

- You weren’t given a choice of plan, weren’t notified of your AEC period or couldn’t make a choice because of a reason that you could not control.
- You were not enrolled in the same health plan as other family members.
- You lost eligibility for 90 days or less and were not re-enrolled with the same health plan.
- A newborn or adoption subsidy child may have up to 90 days following auto-assignment to change plans. A Title XIX eligible member who is auto-assigned prior to having the full choice period of 90 days will be given 90 days from the date of the choice letter to request a plan change.

If you meet any of the reasons above, you may request a plan change from AHCCCS by calling 1-800-654-8713, or calling 602-417-4000 in Maricopa County.

You may also be able to request a change to another health plan if you:

- Have a medical continuity of care issue for a pregnancy. This means you have already been seeing a doctor outside of our network for your current pregnancy.
- Have another medical continuity of care issue.

If you meet either of these reasons, you must request your plan change from your current health plan. If you are a UnitedHealthcare Community Plan member, you may contact Member Services to request this change. Member Services will fill out the required paperwork and send it to the other health plan. You may file an appeal with UnitedHealthcare Community Plan if your request is denied. You may call Member Services at any time to help with this process.

If you change plans for any reason, your current health plan and new health plan will work together to make sure you have no delay in services.

DD members:

If you think you need to change health plans, call your DDD Support Coordinator at any time to help with the process at 1-800-624-4964 or 602-771-8080.
Emergency and Urgent Care

Emergency Care

An emergency is a sickness that is sudden and puts your life in danger or can cause harm to you if not treated right away. In an emergency, it is very important to get care right away. If you have an emergency, call 911 or go to the nearest emergency room. You have the right to go to any hospital emergency room or other setting for emergency services, such as an urgent care center when your doctor’s office is closed. Not all health problems are an emergency. Some reasons to call 911 or go to the emergency room include:

- Sudden loss of feeling, or not being able to move.
- Chest pain.
- Severe pain in your stomach area.
- Poisoning.
- A serious accident.
- Severe shortness of breath.
- Severe burns.
- Severe wound or heavy bleeding.
- Damage to your eyes.
- Severe spasms/convulsions.
- Broken bones.
- Choking or being unable to breathe.
- Throwing up (vomiting) blood.
- Miscarriage (when a pregnant woman loses her baby).
- Strong feeling that you might hurt yourself or another person.
- Faint or pass out for no reason (will not wake up).

If you are not sure it’s a real emergency, call your doctor. If you do go to an emergency room, call your doctor as soon as you can after your visit so you can get the right care. Preauthorization is not required for emergency care.
When not to use the emergency room.
Most sicknesses are not emergencies and can be treated at your doctor’s office. You can also be treated at an urgent care site. You should not use an emergency room if you have one of these minor problems:

- A sprain or strain.
- A cut or scrape.
- An earache.
- A sore throat.
- A cough or cold.

If you have questions about whether your situation requires treatment in an urgent care center or an emergency room, call your PCP.

Urgent and After-Hours Care
If you are sick, or have a sudden health problem, but it is not an emergency, call your PCP. Even if the office is closed, an answering service will take your call. Tell the answering service or the PCP what is wrong and listen to their instructions. They may send you to another doctor or tell you to go to an urgent care center that is contracted with UnitedHealthcare Community Plan. If you need help finding an urgent care center or you cannot contact your PCP, call Member Services at 1-800-348-4058 or go to the UnitedHealthcare Community Plan website at UHCCommunityPlan.com to locate the nearest urgent care center.
Non-Emergency Transportation

If you need a ride to an appointment, ask a friend, family member or neighbor first. If you cannot get a ride, UnitedHealthcare Community Plan will help you. AHCCCS/Medicaid and DD members may receive non-emergency transportation services through UnitedHealthcare Community Plan. You are responsible for setting up your own transportation. Following these simple rules will help you get a ride:

• Call at least 72 hours before your health care visit.
• Call 1-888-700-6822 or 602-889-1777 (TTY 711) to set up your ride.
• If you cancel your visit, call 1-888-700-6822 or 602-889-1777 to cancel your ride.
• Rides are only for covered health care visits.
• Know the address of your health care provider.
• Be specific about where you want to be picked up.
• After your health care visit, call for a ride home.
• Let us know if you have special needs like a wheelchair.
• Only the member or an approved escort can be transported.
• Members under age 18 must have an adult with them.
• Transportation may be limited to a provider near you.

We have a “Family & Friends Program” that you can use. If a family member or friend gives you a ride to your health care visit, they can be paid back. Call 1-888-700-6822 for more information.

If you need transportation to an urgent care center, you may call at any time, any day of the week. You do not need to give advance notice for urgent care transportation.

If you are getting behavioral health services through an RBHA or TRBHA, you are covered to receive transportation services only to your first RBHA/TRBHA appointment. After your first visit, your RBHA should transport you for behavioral health services.
If you have a life-threatening emergency, call 911. Non-emergent transportation is not for emergencies.

**DD members:**
Transportation to DDD-covered therapy is not covered by your health plan. Please call your DDD support coordinator for assistance.

**CRS members:**
Refer to your CRS Member Handbook for transportation information for your CRS-covered appointments.
Covered Health Care Services

These are many of the AHCCCS covered services you can receive if they are medically necessary. Your PCP or primary specialist will help you decide if you need them. If you receive services that are not covered by AHCCCS, you may be required to pay for them.

<table>
<thead>
<tr>
<th>Covered Service</th>
<th>AHCCCS/Medicaid and KidsCare</th>
<th>DD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Members</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adaptive aids</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>AHCCCS-approved organ and tissue transplants and related prescriptions</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Behavioral health services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Certain specialized durable medical equipment approved by UnitedHealthcare Community Plan</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Doctor office and specialist visits</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Durable medical equipment and supplies</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Emergency care and services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Emergency dental care (Members 21 and older have a $1,000/year limit)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Emergency eye care. Cataract removal and follow-up services, only if approved</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Family planning services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Health risk assessments and screenings</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Hearing exams</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>HIV/AIDS therapy</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Covered Service</td>
<td>AHCCCS/Medicaid and KidsCare</td>
<td>DD</td>
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<tr>
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<tr>
<td>Home health services (such as nursing and home health aide)</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Hospice services</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Hospital care</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Immunizations (shots)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Incontinence briefs (available for ages 3 years and older when certain medical criteria are met)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Inpatient rehabilitation services, including occupational, speech and physical therapy</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Kidney dialysis</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Laboratory</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Maternity care (prenatal, labor and delivery, postpartum)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Medical foods (Total Parenteral Nutrition)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Medically necessary surgical services*</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Medically necessary transportation*</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Nursing home up to 90 days a year</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Nutritional assessments</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*Medical Necessity:* Health care or products that a prudent, or wise, doctor would give to a patient to prevent, diagnose, or treat an illness, injury, disease or its symptoms in a way that follows generally accepted standards for medicine and is not just for the convenience of the patient, physician or other health care provider.
<table>
<thead>
<tr>
<th>Covered Service</th>
<th>AHCCCS/Medicaid and KidsCare</th>
<th>DD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthotics are covered for <strong>members under the age of 21</strong> when prescribed by the member’s Primary Care Provider, attending physician, or practitioner</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Orthotics are covered for <strong>members who are 21 years of age and older</strong> when:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The orthotic is medically necessary as the preferred treatment based on Medicare Guidelines AND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The orthotic costs less than all other treatments and surgery procedures to treat the same condition AND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The orthotic is ordered by a Physician (doctor) or Primary Care Practitioner (nurse practitioner or physician assistant)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Podiatry Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHCCCS covers medically necessary foot and ankle care, including reconstructive surgeries, provided by a licensed podiatrist or other qualified licensed practitioner or physician when ordered by a member’s Primary Care Physician or Primary Care Practitioner</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Prescriptions and some over-the-counter medicines to meet special needs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Prescriptions on UnitedHealthcare Community Plan’s list of covered medicines and prescribed by your doctor</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Preventive services including, but not limited to, screening services such as cervical cancer screening including pap smear, mammograms, colorectal cancer, and screening for sexually transmitted infections</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Covered Service</td>
<td>AHCCCS/Medicaid and KidsCare</td>
<td>DD</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>----</td>
</tr>
<tr>
<td>Radiology and medical imaging</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Respiratory therapy</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Urgent care</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Well visits (well exams) such as, but not limited to, well woman exams, breast exams, and prostate exams, are covered for members 21 years of age and older. Most well visits (also called checkup or physical) include a medical history, physical exam, health screenings, health counseling and medically necessary immunizations. (See EPSDT for well exams for members under 21 years of age)</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**Additional Services for Children Under 21**

<table>
<thead>
<tr>
<th>Service</th>
<th>AHCCCS/Medicaid and KidsCare</th>
<th>DD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chiropractic services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Cochlear implants and maintenance</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Conscious sedation (medicine to relieve pain during a medical procedure while the patient is awake)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Hearing aids</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Hospital care health risk assessments and screening (including EPSDT services)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Outpatient and inpatient speech, occupational, and physical therapy</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Routine preventive and therapeutic dental services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Vision services, including exams, prescriptive lenses and cataract removal, and follow-up services if approved</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Covered Service</td>
<td>AHCCCS/Medicaid and KidsCare</td>
<td>DD</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>----</td>
</tr>
<tr>
<td><strong>Additional Services for Qualified Medicare Beneficiaries (QMB)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any services covered by Medicare but not by AHCCCS (see your Medicare handbook)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Chiropractic services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Outpatient occupational therapy (therapy used to regain the ability to return</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>to work or care for one’s self)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respite services (temporary services to give a primary caregiver a break)</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
Non-Covered Health Care Services

All members.
• Cosmetic services or items (except for CRS conditions).
• Experimental treatments.
• Medical services for those in an institution for TB (tuberculosis) treatment.
• Over-the-counter medicines and medical supplies (except under certain conditions).
• Personal care items such as combs, razors, soap, etc.
• Pregnancy termination unless the pregnancy is the result of rape or incest, a physician decides that it is medically necessary because the pregnancy will cause a serious physical or mental health problem for the pregnant member, or continuing the pregnancy is life-threatening.
• Prescriptions not on our list of covered medications, unless approved.
• Reversal of voluntary sterilization.
• Routine circumcisions.
• Services from a provider who is not contracted with UnitedHealthcare Community Plan (unless prior approved by the health plan). If you have other insurance, you can see a non-contracted provider. If you are unsure, call UnitedHealthcare Community Plan Member Services.
• Services that are determined to be experimental by the health plan medical director.
• Sex change operations.
• Treatment to straighten teeth, unless medically necessary and approved by UnitedHealthcare Community Plan.

Other non-covered services for adults (age 21 and over).
• Chiropractic services (except for QMB members).
• Cochlear implant.
• Hearing aids and bone-anchored hearing aids.
• Lower limb micro-processor controlled joint.
• Outpatient occupational and speech therapy.
• Outpatient physical therapy (limit of 30 visits).
• Routine dental services except for DD members. See Dental Care section for more information.
• Routine eye examinations for prescriptive lenses or glasses.

If you have any questions if a service is covered or not, talk to your PCP or call Member Services.
End of Life Care

End of Life (EOL) care is a member-centered approach with the goal of preserving member rights and maintaining member dignity while receiving any other medically necessary covered services. EOL care includes providing you and your family with information about your illness and treatment choices. EOL care allows you to receive Advance Care Planning, palliative care, supportive care and hospice services. Members who receive EOL care can choose to receive curative care until they choose to receive hospice care.

Decisions About Your Health Care (Advance Directives)

You have rights and responsibilities as a member of UnitedHealthcare Community Plan. One is the right to decide about different options for your health care and treatment. To make sure the decisions you make about your care are followed, you should write them down. This document is called an Advance Directive. Advance Directives are not difficult to write. It can be short sentences. It tells health care professionals what you want done if you become very ill and can’t tell them yourself. If you are not able to express your decisions, a court may appoint a guardian to make decisions for you. Examples of Advance Directives are the Healthcare Power of Attorney and a Living Will.

**Healthcare power of attorney.**
Someone to whom you have given the authority to make health care decisions for you if you cannot make them (usually a close friend, relative or spouse). This person is called an “agent.”

**Living will.**
A document where you write out the specific type of health care treatment(s) you do or do not want if you are not able to express your decisions to your doctor. It can also tell your doctor whether or not to make special efforts to save your life if you are seriously ill.

Give your doctor a copy of your Power of Attorney and Living Will. Keep a copy for yourself. You may change these directions anytime. If you make changes, be sure everyone has a new copy.
UnitedHealthcare Community Plan cannot help you with these directions. The following groups can give you information and help you write directions about your health care decisions:

**In Phoenix:**
Dorothy Garske Center  
2140 East 5th Street, Suite 8  
Tempe, AZ 85281  
Phone: 480-966-2674  
Fax: 480-894-4081  
[www.dgcenter.org](http://www.dgcenter.org)

**In Tucson:**
Southern Arizona Legal Aid  
Phone: 520-623-9465  
Fax: 520-620-0443  
[www.sazlegalaid.org](http://www.sazlegalaid.org)

**Statewide:**
Community Legal Services, Inc.  
305 South 2nd Avenue  
P.O. Box 21538  
Phoenix, AZ 85036-1538  
Phone: 1-800-852-9075

**Arizona Attorney General:**

### Seeing a Specialist or Other Providers

Your PCP is in charge of ALL your covered health care needs. If you need specialty care, your PCP may refer you to a specialist or another doctor. There are four exceptions to this:

- **Members with special health care needs** may directly access a specialist as appropriate for the condition and identified needs. Preventive services are covered including well exams and screenings.
- **Women** can make an appointment with an in-network Obstetrician/Gynecologist (OB/GYN) for preventive or routine services without a referral from their PCP. (Please see the UnitedHealthcare Community Plan Provider Directory for a list of doctors.)
- **All members** can self-refer for behavioral health services through their local RBHA. CRS members in the Fully Integrated and Partially Integrated-BH coverage types will get behavioral health services through UnitedHealthcare Community Plan. Members who are 18 or older and have Medicare Part A and/or Part B will also get their behavioral health services through UnitedHealthcare Community Plan. See section on Behavioral Health Services for more information.
- **Members under 21 years of age** can self-refer for dental and vision screenings.

Visit our website or contact Member Services to obtain a copy of the UnitedHealthcare Community Plan Provider Directory at no cost to you. Our directory contains information about how our providers can meet your cultural, language, or accessibility needs.

American Indian members are able to receive health care services from any Indian Health Service provider or tribally owned and/or operated facility at any time.
Your Primary Care Physician (PCP)

Your health care is important to us. We carefully screen and pick our doctors so you receive the best care. When you enroll, you will be assigned a Primary Care Physician (PCP). Your PCP is your personal care doctor. Your PCP will provide or arrange the covered services you need. Make sure you talk to your PCP about any health problems you have. That way, your PCP gets to know you and your medical history. Always follow your PCP’s instructions and get approval before you get any medical services. If you are pregnant, you may choose your Primary Care Obstetrician (PCO) as your primary physician.

Changing your PCP.
Your PCP is an important part of your health care team. You and your PCP need to work together. If for any reason you want to change your PCP, call Member Services. If you change your PCP, you must choose another PCP from the UnitedHealthcare Community Plan Provider Directory. We can help you choose a new PCP or tell you more about the PCPs in our network. If you are pregnant, contact Healthy First Steps at 1-800-599-5985. Member Services can send you a list of our providers at no cost to you. If your PCP does not speak your language, call Member Services. UnitedHealthcare Community Plan will provide you with interpreter services at no cost to you.

Making appointments.
It is important for you to set up an appointment before you arrive at your PCP’s office. When you call the PCP’s office, tell them you are a UnitedHealthcare Community Plan member and why you need an appointment. If you don’t make an appointment and just show up, your PCP may not be able to see you. Routine appointments can be scheduled with your PCP within three weeks. Once you get to the office, your doctor will try to see you within 45 minutes. You may have to wait longer if there is an emergency. If you need urgent care, your PCP should see you within 48 hours. If you need emergency care, your PCP should see you that day. For life-threatening emergencies, call 911 or go to the nearest emergency room.

Canceling or changing appointments.
If you need to cancel or change your appointment, tell your PCP’s office at least one day before the appointment. This lets the doctor see other patients. If you cancel an appointment, be sure to make another appointment for a different time.

Well visits.
Well visits (well exams) such as, but not limited to, well woman exams, breast exams, and prostate exams are covered for members 21 years of age and older. Most well visits (also called checkup or physical) include a medical history, physical exam, health screenings, health counseling and medically necessary immunizations. (See EPSDT for well exams for members under 21 years of age.)
Children’s Care

Early Periodic Screening, Diagnostic and Treatment (EPSDT) is a comprehensive child health program of prevention and treatment, correction, and improvement (amelioration) of physical and mental health problems for AHCCCS members under the age of 21.

The purpose of EPSDT is to ensure the availability and accessibility of health care resources, as well as to assist Medicaid recipients in effectively utilizing these resources.

EPSDT services provide comprehensive health care through primary prevention, early intervention, diagnosis, medically necessary treatment, and follow-up care of physical and behavioral health problems for AHCCCS members less than 21 years of age. EPSDT services include screening services, vision services, dental services, hearing services and all other medically necessary mandatory and optional services listed in federal law 42 U.S.C. 1396d(a) to correct or ameliorate defects and physical and mental illnesses and conditions identified in an EPSDT screening whether or not the services are covered under the AHCCCS state plan. Limitations and exclusions, other than the requirement for medical necessity and cost effectiveness, do not apply to EPSDT services.

A well-child visit is synonymous with an EPSDT visit and includes all screenings and services described in the AHCCCS EPSDT and dental periodicity schedules.

Amount, Duration and Scope: The Medicaid Act defines EPSDT services to include screening services, vision services, dental services, hearing services and “such other necessary health care, diagnostic services, treatment and other measures described in federal law subsection 42 U.S.C. 1396d(a) to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services, whether or not such services are covered under the (AHCCCS) state plan.”

This means that EPSDT covered services include services that correct or ameliorate physical and mental defects, conditions, and illnesses discovered by the screening process when those services fall within one of the 29 optional and mandatory categories of “medical assistance” as defined in the Medicaid Act. Services covered under EPSDT include all 29 categories of services in the federal law even when they are not listed as covered services in the AHCCCS state plan, AHCCCS statutes, rules, or policies as long as the services are medically necessary and cost effective.

EPSDT includes, but is not limited to, coverage of: inpatient and outpatient hospital services, laboratory and X-ray services, physician services, nurse practitioner services, medications, dental services, therapy services, behavioral health services, medical supplies, prosthetic devices, eyeglasses, transportation, and family planning services. EPSDT also includes diagnostic, screening, preventive and rehabilitative services. However, EPSDT services do not include services that are solely for cosmetic purposes, or that are not cost effective when compared to other interventions.
Immunizations (Shots)

Immunizations (shots) can keep you and your child from getting sick in the future. Talk with your child’s PCP about the immunizations that are needed and when they are needed. You should use an immunization schedule and have the schedule updated when you visit your child’s doctor.

Women’s Health and Pregnancy Services

UnitedHealthcare Community Plan knows that healthy moms have healthy babies. That is why we take special care of all our moms-to-be. UnitedHealthcare Community Plan has a program called Healthy First Steps for UnitedHealthcare Community Plan members. Healthy First Steps provides information, education and support to help reduce problems while you are pregnant. If you think you may be pregnant or as soon as you know you are pregnant, call Healthy First Steps at 1-800-599-5985.

Female members have direct access to preventive and well care services from a gynecologist within our network without a referral from a primary care provider. Preventive services such as cervical cancer screening or referral for a mammogram are covered.

As a member, UnitedHealthcare Community Plan will help you:

- Choose a Primary Care Obstetrician (PCO), nurse practitioner, physician assistant, or Certified Nurse Midwife (CNM) for pregnancy care.
- Get information about Healthy First Steps — a maternity program for you and your baby. You can call Healthy First Steps at 1-800-599-5985.
- Schedule appointments and exams.
- Choose a pediatrician (child’s doctor) for your new baby.
- Choose a PCP for you after the birth or return to the PCP you had before your pregnancy. Call Member Services after your delivery.
- Get information on community programs such as WIC (Women, Infants, and Children). You can call WIC at 1-800-252-5942.
- Get information on community programs such as Children’s Information Center for car seats, child care, breastfeeding, and other resources. You can call the Office for Children with Special Health Care Needs at 1-800-232-1676.
Your doctor will give you:

- Care before and after your baby is born (no copayments).
- Information about having a healthy pregnancy, such as good nutrition, quitting smoking, and exercise.
- Information about childbirth options and childbirth classes.
- Help with family planning choices and services after your baby’s birth (including birth control pills, condoms, and sterilizations).

Prenatal care appointment time frames.

- First Trimester — Within 14 days of request for appointment.
- Second Trimester — Within 7 days of request for appointment.
- Third Trimester — Within 3 days of request for appointment.
- High-Risk Pregnancy — Within 3 days or immediately if it is an emergency.

Your appointments are very important to your health and the health of your baby. You should see your doctor during pregnancy even if you feel good. If you need to change your appointment, contact your doctor before your appointment. You should also see your doctor within 60 days after your baby’s birth (postpartum care). If you had a cesarean section, your doctor may want to see you sooner.

At your postpartum checkup, your doctor will:

- Check to make sure you are healing well.
- Screen you for postpartum depression.
- Do a pelvic exam to make sure reproductive organs are back to pre-pregnancy condition.
- Answer questions about breastfeeding and examine your breasts.
- Address questions about having sex again and birth control options.

If you are pregnant, you can have an HIV test. If your test is positive, you can get specialty treatment and medical counseling. Talk to your PCP or contact your local department of public health for testing.

If you are pregnant and you have been seeing a doctor that is not in our network, you may be able to change plans. This is because you may have a medical continuity of care issue during your pregnancy. Please see “Changing Health Plans” later in this handbook.

If you find out you are no longer pregnant, call Member Services. They will help you arrange any health care services or changes you may need.
Family Planning Services

Family planning services help you protect yourself from having an unwanted pregnancy and/or contracting a sexually transmitted disease. Both men and women of reproductive age are eligible to receive family planning services. Family planning services are available from your primary care physician or from any Planned Parenthood (1-800-230-7526) office statewide. Family Planning services do not require a referral.

Women may also see an OB/GYN to receive these services without a referral from their PCP. The OB/GYN must be contracted with UnitedHealthcare Community Plan. These services are offered at no cost to you.

Family planning includes the following services:

• Birth control pills: Pill taken every day.
• Condoms (rubbers).
• Depo Provera: Shot given every three months for women.
• Diaphragm: Vaginal removable barrier worn by women.
• Emergency Contraceptive Pill (ECP): Pill taken after unplanned sex to prevent pregnancy.
• Family planning counseling.
• Family planning lab services.
• Intrauterine device (IUD), a device placed in the uterus.
• Medical and laboratory exams.
• Natural family planning education.
• Screening for Sexually Transmitted Infections (STIs).
• Spermicidal jelly, cream, or foam: Vaginal medication.
• Subdermal (under the skin) implantable contraceptives.
• Tubal ligation: Surgical procedure for women 21 and older.
• Vasectomy: Surgical procedure for men 21 and older.
The following services are not covered family planning services:

- Infertility services including diagnostic testing, treatment services or reversal of surgical infertility.
- Pregnancy termination counseling.
- Medically Necessary Pregnancy Terminations.

Pregnancy terminations are an AHCCCS covered service only in special situations. AHCCCS covers pregnancy termination if one of the following criteria is present:

1. The pregnant member suffers from a physical disorder, physical injury, or physical illness including a life-endangering physical condition caused by, or arising from, the pregnancy itself that would, as certified by a physician, place the member in danger of death, unless the pregnancy is terminated.
2. The pregnancy is a result of incest.
3. The pregnancy is a result of rape.
4. The pregnancy termination is medically necessary according to the medical judgment of a licensed physician, who attests that continuation of the pregnancy could reasonably be expected to pose a serious physical or behavioral health problem for the pregnant member by:
   a. Creating a serious physical or behavioral health problem for the pregnant member,
   b. Seriously impairing a bodily function of the pregnant member,
   c. Causing dysfunction of a bodily organ or part of the pregnant member,
   d. Exacerbating a health problem of the pregnant member, or
   e. Preventing the pregnant member from obtaining treatment for a health problem.

- Hysterectomies.

If you lose eligibility for AHCCCS services, UnitedHealthcare Community Plan can help you find low-cost or no-cost family planning services, or you may call the Arizona Department of Health Services Hotline at 1-800-833-4642. Planned Parenthood provides low-cost family planning services. You can call 1-800-230-7526 for the office closest to you. Arizona Family Health Partnership can also help you find low- or no-cost family planning services. Contact Arizona Family Health Partnership at 602-258-5777 or 1-888-272-5652 if you live outside of the Phoenix area.

If you need treatment for a sexually transmitted infection (STI), contact your doctor or the Arizona Department of Health Services at 602-542-1025. Services provided by the Arizona Department of Health Services are also available to you if you lose AHCCCS coverage. We can also help you find low-cost or no-cost primary care services if you lose eligibility. If you need help finding these services, call Member Services.
**Adult Care**

Getting care early may help your doctor find and treat health problems and keep you healthy. Follow the schedule below for your wellness care. Your PCP will also give you tips to stay healthy, like eating right and exercising regularly.

**Adult care schedule.**

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>21 – 64 Years Old</th>
<th>65 Years Old and Over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical exam (unclothed)</td>
<td>Every year</td>
<td>Every year</td>
</tr>
<tr>
<td>Blood pressure check</td>
<td>Every year (additional tests based on your health history)</td>
<td>Every year (additional tests based on your health history)</td>
</tr>
<tr>
<td>Cholesterol check</td>
<td>Once (additional tests based on history)</td>
<td>Based on history</td>
</tr>
<tr>
<td>Breast exam</td>
<td>Every year</td>
<td>Every year</td>
</tr>
<tr>
<td>Mammogram</td>
<td>Every year for age 40 and over or based on medical need</td>
<td>Every year</td>
</tr>
<tr>
<td>Pap smear</td>
<td>Annually for sexually active women</td>
<td>See your PCP or GYN</td>
</tr>
<tr>
<td>Colorectal cancer</td>
<td>Every year from age 50</td>
<td>Every year</td>
</tr>
<tr>
<td>Testicular exam</td>
<td>Every 2 years from age 18 – 39</td>
<td>Not required</td>
</tr>
<tr>
<td>Flu vaccine</td>
<td>Every year</td>
<td>Every year</td>
</tr>
<tr>
<td>Tdap (tetanus/diphtheria/acellular pertussis)</td>
<td>Every 10 years</td>
<td>Every 10 years</td>
</tr>
<tr>
<td>Health education</td>
<td>Every doctor visit</td>
<td>Every doctor visit</td>
</tr>
<tr>
<td>Pneumonia vaccine</td>
<td></td>
<td>Once on or after age 65</td>
</tr>
<tr>
<td>Prostate screening</td>
<td>Every year after age 50 (additional tests based on your health history)</td>
<td>Every year</td>
</tr>
</tbody>
</table>
### Type of Service

<table>
<thead>
<tr>
<th>Service</th>
<th>21 – 64 Years Old</th>
<th>65 Years Old and Over</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIV screening</td>
<td>Ask your doctor if you are at risk</td>
<td>Ask your doctor if you are at risk</td>
</tr>
<tr>
<td>Immunizations (shots)</td>
<td>Ask your doctor if you are at risk</td>
<td>Ask your doctor if you are at risk</td>
</tr>
<tr>
<td>Sexually Transmitted Disease screening</td>
<td>At least once during pregnancy (additional tests based on your health history)</td>
<td>Ask your doctor if you are at risk</td>
</tr>
<tr>
<td>Tuberculosis screening</td>
<td>Once (additional tests based on your health history)</td>
<td>Ask your doctor if you are at risk</td>
</tr>
</tbody>
</table>

These are general guidelines. Your PCP may want you to get these services more or less often.

### Dental Care

We feel that dental care is just as important as other care you receive. That’s why we assign our members to a dental home. This is like your PCP, but for dental care. You would see this dentist for your dental care.

We send you the dental home you’re assigned to in the mail. Call this dentist to make, cancel, or change an appointment. If you want to change your dental home, you just have to call Member Services.

The following routine dental services are only covered for members under the age of 21: *

- Dental exams, two per year.
- Fillings for cavities.
- Dental cleanings.
- X-rays to screen for dental problems.
- Application of topical fluoride.
- Dental sealants.
- Emergency dental services.

Members 21 years of age and older may receive emergency dental services up to $1,000 each contract year, October 1 through September 30.

*DD members

**who are 21 years of age and older** have coverage for dental services including dentures.

These dental services are limited to a total amount of $1,000 for each 12-month period beginning October 1 through September 30 each year.
Getting Your Prescriptions (Drugs)

Getting your prescription drugs is an important part of your health care. Prescription drugs on UnitedHealthcare Community Plan’s drug list that are prescribed by your doctor are covered.

You can get your prescriptions filled at any contracted UnitedHealthcare Community Plan network pharmacy. Many are available 24 hours a day, seven days a week. For a list of pharmacies, use your provider directory or go to UHCCommunityPlan.com.

If you have a problem getting your prescription during normal business hours, call Member Services. If you have a problem getting your prescriptions after normal business hours, on weekends, or holidays, have your pharmacist call the pharmacy help desk. This number is on the back of your ID card.

**DD members:**

You will have the ability to get maintenance drugs by mail order. Maintenance drugs are typically those drugs you take on a regular basis for a chronic or long-term condition. If you qualify, you can get a 90-day supply of your maintenance drugs by mail at no charge to you. Call Member Services for more information and request a Mail Order Enrollment form.

**Prescription restrictions.**

There may be situations where the plan feels it’s necessary to limit a member to a single pharmacy or prescribing physician due to inappropriate prescription use. You will be provided with a written letter explaining the reasons for this limitation before it happens. This letter will also include your right to appeal.
Behavioral Health Services

We are concerned about how you feel. Behavioral health services can help you with personal problems that may affect you and/or your family. These problems may be stress, depression, anxiety or using drugs or alcohol.

Most members are assigned to a Regional Behavioral Health Authority (RBHA) or Tribal Regional Behavioral Health Authority (TRBHA) based on where you live. The RBHA/TRBHA will pay for most behavioral health services including most prescriptions for behavioral health conditions.

Some of our members will get their Behavioral Health Services from UnitedHealthcare Community Plan and not from an RBHA/TRBHA.

Members who are determined to have a Serious Mental Illness and who are enrolled in one plan for both physical health and behavioral health services may request a different plan for their physical health services. This is called an opt-out process. A member can only request to opt-out for certain reasons. To ask for an opt-out, the member must show harm or unfair treatment in:

1. Getting health care,
2. Receiving quality health care,
3. Protecting member privacy and rights, or
4. Choosing a provider.

If you would like to ask for an opt-out, contact Member Services at 1-800-348-4058.
The chart below will show you who provides your Behavioral Health Services.

<table>
<thead>
<tr>
<th>Program</th>
<th>Behavioral Health Provider</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHCCCS/Medicaid</td>
<td>RBHA or TRBHA</td>
<td></td>
</tr>
<tr>
<td>AHCCCS/Medicaid, over 18 with Medicare A and/or B</td>
<td>UnitedHealthcare Community Plan</td>
<td>Excludes members with SMI (Serious Mental Illness) or members enrolled in the American Indian Health Plan</td>
</tr>
<tr>
<td>Developmentally Disabled</td>
<td>RBHA or TRBHA</td>
<td>Some DD members may get care from UnitedHealthcare Community Plan due to CRS coverage. See your CRS Member Handbook</td>
</tr>
<tr>
<td>CRS Fully Integrated</td>
<td>UnitedHealthcare Community Plan</td>
<td>See your CRS Member Handbook</td>
</tr>
<tr>
<td>CRS Partially Integrated Acute</td>
<td>RBHA or TRBHA</td>
<td>See your CRS Member Handbook</td>
</tr>
<tr>
<td>CRS Partially Integrated Behavioral Health</td>
<td>UnitedHealthcare Community Plan</td>
<td>See your CRS Member Handbook</td>
</tr>
<tr>
<td>CRS Only</td>
<td>RBHA or TRBHA</td>
<td>See your CRS Member Handbook</td>
</tr>
</tbody>
</table>

If you have questions or need help getting behavioral health services, please call the number on your ID card.

All members are covered for behavioral health services in a crisis or emergency situation.
Behavioral health services you may be eligible for include:

- Behavioral health case management services.
- Behavioral health medicines, monitoring, and adjustment.
- Behavioral health therapeutic home care services.
- Behavioral management.
- Doctor services.
- Emergency and medically necessary transportation.
- Emergency or crisis services.
- Individual, group and family therapy and counseling.
- Inpatient hospital services.
- Inpatient psychiatric facility services.
- Lab and radiology services.
- Medical imaging for diagnosis and psychotropic medication regulation.
- Nursing services.
- Partial care, basic and intensive.
- Psychosocial rehabilitation.
- Psychotropic medications, adjustments and monitoring.
- Rehabilitation services.
- Respite care.
- Screening, evaluation, and diagnosis.
- Substance abuse (drug and alcohol) counseling.
- Support services.

What if I have a behavioral health emergency?

If you have a behavioral health emergency, it is important to get help right away. Please call the crisis phone number for your behavioral health provider, either your RBHA/TRBHA or UnitedHealthcare Community Plan. Remember, you should only call 911 if you are having a life-threatening medical emergency or if you are going to hurt yourself or someone else.
Arizona’s Vision for the Delivery of Behavioral Health Services

All behavioral health services are delivered according to the following system principles. AHCCCS supports a behavioral health delivery system that includes:

1. Easy access to care,
2. Behavioral health recipient and family member involvement,
3. Collaboration with the Greater Community,
4. Effective Innovation,
5. Expectation for Improvement, and
6. Cultural Competency.

The Twelve Principles for the Delivery of Services to Children:

1. Collaboration with the child and family:
   a. Respect for and active collaboration with the child and parents is the cornerstone to achieving positive behavioral health outcomes, and
   b. Parents and children are treated as partners in the assessment process, and the planning, delivery, and evaluation of behavioral health services, and their preferences are taken seriously.

2. Functional outcomes:
   a. Behavioral health services are designed and implemented to aid children to achieve success in school, live with their families, avoid delinquency, and become stable and productive adults, and
   b. Implementation of the behavioral health services plan stabilizes the child’s condition and minimizes safety risks.

3. Collaboration with others:
   a. When children have multi-agency, multi-system involvement, a joint assessment is developed and a jointly established behavioral health services plan is collaboratively implemented,
   b. Client-centered teams plan and deliver services, and
   c. Each child’s team includes the child and parents and any foster parents, any individual important in the child’s life who is invited to participate by the child or parents. The team also includes all other persons needed to develop an effective plan, including, as appropriate, the child’s teacher, the child’s DCS and/or DDD caseworker, and the child’s probation officer.
4. Accessible services:
   a. Children have access to a comprehensive array of behavioral health services, sufficient to ensure that they receive the treatment they need,
   b. Case management is provided as needed,
   c. Behavioral health service plans identify transportation the parents and child need to access behavioral health services, and how transportation assistance will be provided, and
   d. Behavioral health services are adapted or created when they are needed but not available.

5. Best practices:
   a. Behavioral health services are provided by competent individuals who are trained and supervised,
   b. Behavioral health services are delivered in accordance with guidelines adopted by ADHS that incorporate evidence-based “best practices,”
   c. Behavioral health service plans identify and appropriately address behavioral symptoms that are reactions to death of a family member, abuse or neglect, learning disorders, and other similar traumatic or frightening circumstances, substance abuse problems, the specialized behavioral health needs of children who are developmentally disabled, maladaptive sexual behavior, including abusive conduct and risky behavior, and the need for stability and the need to promote permanency in class members’ lives, especially class members in foster care, and
   d. Behavioral health services are continuously evaluated and modified if ineffective in achieving desired outcomes.

6. Most appropriate setting:
   a. Children are provided behavioral health services in their home and community to the extent possible, and
   b. Behavioral health services are provided in the most integrated setting appropriate to the child’s needs. When provided in a residential setting, the setting is the most integrated and most home-like setting that is appropriate to the child’s needs.

7. Timeliness:
   a. Children identified as needing behavioral health services are assessed and served promptly.
8. **Services tailored to the child and family:**
   a. The unique strengths and needs of children and their families dictate the type, mix, and intensity of behavioral health services provided, and
   b. Parents and children are encouraged and assisted to articulate their own strengths and needs, the goals they are seeking, and what services they think are required to meet these goals.

9. **Stability:**
   a. Behavioral health service plans strive to minimize multiple placements,
   b. Service plans identify whether a class member is at risk of experiencing a placement disruption and, if so, identify the steps to be taken to minimize or eliminate the risk,
   c. Behavioral health service plans anticipate crises that might develop and include specific strategies and services that will be employed if a crisis develops,
   d. In responding to crises, the behavioral health system uses all appropriate behavioral health services to help the child remain at home, minimize placement disruptions, and avoid the inappropriate use of the police and the criminal justice system, and
   e. Behavioral health service plans anticipate and appropriately plan for transitions in children's lives, including transitions to new schools and new placements, and transitions to adult services.

10. **Respect for the child and family's unique cultural heritage:**
    a. Behavioral health services are provided in a manner that respects the cultural tradition and heritage of the child and family, and
    b. Services are provided in Spanish to children and parents whose primary language is Spanish.

11. **Independence:**
    a. Behavioral health services include support and training for parents in meeting their child's behavioral health needs, and support and training for children in self-management, and
    b. Behavioral health service plans identify parents’ and children’s need for training and support to participate as partners in the assessment process, and in the planning, delivery, and evaluation of services, and provide that such training and support, including transportation assistance, advance discussions, and help with understanding written materials, will be made available.

12. **Connection to natural supports:**
    a. The behavioral health system identifies and appropriately utilizes natural supports available from the child and parents’ own network of associates, including friends and neighbors, and from community organizations, including service and religious organizations.
Nine Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems

1. **Respect.**
   Respect is the cornerstone. Meet the person where they are without judgment, with great patience and compassion.

2. **Persons in recovery choose services and are included in program decisions and program development efforts.**
   A person in recovery has choice and a voice. Their self-determination in driving services, program decisions and program development is made possible, in part, by the ongoing dynamics of education, discussion, and evaluation, thus creating the “informed consumer” and the broadest possible palette from which choice is made. Persons in recovery should be involved at every level of the system, from administration to service delivery.

3. **Focus on individual as a whole person, while including and/or developing natural supports.**
   A person in recovery is held as nothing less than a whole being: capable, competent, and respected for their opinions and choices. As such, focus is given to empowering the greatest possible autonomy and the most natural and well-rounded lifestyle. This includes access to and involvement in the natural supports and social systems customary to an individual’s social community.

4. **Empower individuals taking steps toward independence and allowing risk taking without fear of failure.**
   A person in recovery finds independence through exploration, experimentation, evaluation, contemplation and action. An atmosphere is maintained whereby steps toward independence are encouraged and reinforced in a setting where both security and risk are valued as ingredients promoting growth.

5. **Integration, collaboration, and participation with the community of one’s choice.**
   A person in recovery is a valued, contributing member of society and, as such, is deserving of and beneficial to the community. Such integration and participation underscores one’s role as a vital part of the community, the community dynamic being inextricable from the human experience. Community service and volunteerism is valued.

6. **Partnership between individuals, staff, and family members/natural supports for shared decision making with a foundation of trust.**
   A person in recovery, as with any member of a society, finds strength and support through partnerships. Compassion-based alliances with a focus on recovery optimization bolster self-confidence, expand understanding in all participants, and lead to the creation of optimum protocols and outcomes.
7. **Persons in recovery define their own success.**
   A person in recovery — by their own declaration — discovers success, in part, by quality of life outcomes, which may include an improved sense of well-being, advanced integration into the community, and greater self-determination. Persons in recovery are the experts on themselves, defining their own goals and desired outcomes.

8. **Strengths-based, flexible, responsive services reflective of an individual’s cultural preferences.**
   A person in recovery can expect and deserves flexible, timely, and responsive services that are accessible, available, reliable, accountable, and sensitive to cultural values and mores. A person in recovery is the source of his or her own strength and resiliency. Those who serve as supports and facilitators identify, explore, and serve to optimize demonstrated strengths in the individual as tools for generating greater autonomy and effectiveness in life.

9. **Hope is the foundation for the journey toward recovery.**
   A person in recovery has the capacity for hope and thrives best in associations that foster hope. Through hope, a future of possibility enriches the life experience and creates the environment for uncommon and unexpected positive outcomes to be made real. A person in recovery is held as boundless in potential and possibility.
Multi-Specialty Interdisciplinary Clinics

Multi-Specialty Interdisciplinary Clinics (MSICs) are clinics where members under the age of 21 can see their medical specialists and any others involved in their care, all at one location. At the MSIC, you and your family can meet face-to-face with the members of your team of providers to get medical care, plan your treatment, and receive other services that you may need. Each MSIC is open from the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday. Specific clinics, such as the cardiac clinic, may be held on certain days and times. Contact your MSIC for a schedule of clinics. To make, change or cancel appointments at the MSIC, contact the MSIC at the clinic phone number listed below.

Medical providers on your team could be:

**Surgeons**
- General pediatric surgeons
- Cardiovascular and thoracic surgeons
- Ear, Nose and Throat (ENT) surgeons
- Neurosurgeons
- Ophthalmology surgeon
- Orthopedic surgeons (general, hand, scoliosis, amputee)
- Plastic surgeons

**Medical Specialists**
- Cardiologists
- Neurologists
- Rheumatologists
- General Pediatricians
- Geneticists
- Urologists
- Metabolocists

**Dental Providers**
- Dentists
- Orthodontists

**CRS MSICs are at the following locations:**

**DMG Children’s Rehabilitative Services**
3141 North 3rd Avenue  
Phoenix, AZ 85013  
602-914-1520  
855-598-1871

**Children’s Clinics**
Square & Compass Building  
2600 North Wyatt Drive  
Tucson, AZ 85712  
520-324-5437  
800-231-8261

**Children’s Rehabilitative Services**
1200 North Beaver  
Flagstaff, AZ 86001  
928-773-2054  
800-232-1018

**Children’s Rehabilitative Services**
2851 South Avenue B  
Building 25 #2504  
Yuma, AZ 85364  
928-336-7095  
800-837-7309
Preauthorization Process

How will I know if a service has been approved (authorization) or denied?
UnitedHealthcare Community Plan reviews the service request from you, your PCP, or your specialist. Your doctor will tell you if the service is approved. If the service has been denied, UnitedHealthcare Community Plan will send you a letter, called a Notice of Adverse Benefit Determination. You have a right to know the criteria that are used to make decisions. Normal authorization decisions will be made within 14 calendar days from the date the request is received. Extensions of up to 14 calendar days can be received if it is in your best interest. For example, we may be waiting to receive your medical records from your doctor. Instead of making a decision without those records, we may ask you if it’s okay to get more time to receive the records. That way, the decision can be made with the best information. We will send you a letter asking for the extension.

Expedited (Rush) decisions in urgent, life-threatening situations should be made in no later than 72 hours following the receipt of the authorization request unless an extension is in effect. For more information, call Member Services on Notice of Adverse Benefit Determination letters and actions you can take.

Call Member Services for more information about filing an appeal.
UnitedHealthcare Community Plan: 1-800-348-4058
TDD (for the hearing impaired): 1-800-367-8939 or 711

Prior approval for an out-of-network provider.
UnitedHealthcare Community Plan is a managed care plan. You should use the providers in our contracted network. However, there may be times when you need care from a provider that’s not in our network. An out-of-network provider can request preauthorization to treat you. If the request is approved, you may see the out-of-network provider.
Copayments

Some people who get AHCCCS Medicaid benefits are asked to pay copayments for some of the AHCCCS medical services that they receive.

* Note: Copayments referenced in this section means copayments charged under Medicaid (AHCCCS). It does not mean a person is exempt from Medicare copayments.

The following persons are not asked to pay copayments:

- People under age 19,
- People determined to be Seriously Mentally Ill (SMI),
- An individual eligible for the Children’s Rehabilitative Services program under A.R.S. §36-2906(E),
- Acute care members who are residing in nursing facilities or residential facilities such as an Assisted Living Home and only when member’s medical condition would otherwise require hospitalization. The exemption from copayments for these members is limited to 90 days in a contract year,
- People who are enrolled in the Arizona Long Term Care System (ALTCS),
- People who are Qualified Medicare Beneficiaries,
- People who receive hospice care,
- American Indian members who are active or previous users of the Indian Health Service, tribal health programs operated under Public Law 93-638, or urban Indian health programs,
- People in the Breast and Cervical Cancer Treatment Program (BCCTP),
- People receiving child welfare services under Title IV-B on the basis of being a child in foster care or receiving adoption or foster care assistance under Title IV-E regardless of age,
- People who are pregnant and throughout postpartum period following the pregnancy, and
- Individuals in the adult Group (for a limited time* *).

* * Note: For a limited time, persons who are eligible in the Adult Group will not have any copays. Members in the Adult Group include persons who were transitioned from the AHCCCS Care program as well as individuals who are between the ages of 19 and 64, and who are not entitled to Medicare, and who are not pregnant, and who have income at or below 133% of the Federal Poverty Level (FPL) and who are not AHCCCS eligible under any other category. Copays for persons in the Adult Group with income over 106% FPL are planned for the future. Members will be told about any changes in copays before they happen.
In addition, copayments are not charged for the following services for anyone:

- Hospitalizations,
- Emergency services,
- Family Planning services and supplies,
- Pregnancy-related health care and health care for any other medical condition that may complicate the pregnancy, including tobacco cessation treatment for pregnant women,
- Preventive services, such as well visits, pap smears, colonoscopies, mammograms and immunizations,
- Provider preventable services, and
- Services received in the emergency department.
People With Optional (Non-Mandatory) Copayments

Individuals eligible for AHCCCS through any of the programs below may be charged non-mandatory copays, unless:

1. They are receiving one of the services above that cannot be charged a copay, or
2. They are in one of the groups above that cannot be charged a copay.

Non-mandatory copays are also called optional copays. If a member has a non-mandatory copay, then a provider cannot deny the service if the member states that he or she is unable to pay the copay. Members in the following programs may be charged non-mandatory copay by their provider:

- AHCCCS for Families with Children (1931),
- Young Adult Transitional Insurance (YATI) for young people in foster care,
- State Adoption Assistance for Special Needs Children who are being adopted,
- Receiving Supplemental Security Income (SSI) through the Social Security Administration for people who are age 65 or older, blind or disabled,
- SSI Medical Assistance Only (SSI MAO) for individuals who are age 65 or older, blind or disabled,
- Freedom to Work (FTW).

Ask your provider to look up your eligibility to find out what copays you may have. You can also find out by calling UnitedHealthcare Community Plan Member Services. You can also check the UnitedHealthcare Community Plan website for more information.

AHCCCS members with non-mandatory copays may be asked to pay the following non-mandatory copayments for medical services:

Optional (non-mandatory) copayment amounts for some medical services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Copayment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriptions</td>
<td>$2.30</td>
</tr>
<tr>
<td>Outpatient services for physical, occupational and speech therapy</td>
<td>$2.30</td>
</tr>
<tr>
<td>Doctor or other provider outpatient office visits for evaluation and management of your care</td>
<td>$3.40</td>
</tr>
</tbody>
</table>

Medical providers will ask you to pay these amounts but will **NOT** refuse you services if you are unable to pay. If you cannot afford your copay, tell your medical provider you are unable to pay these amounts so you will not be refused services.
People With Required (Mandatory) Copayments

Some AHCCCS members have required (or mandatory) copays unless they are receiving one of the services above that cannot be charged a copay or unless they are in one of the groups above that cannot be charged a copay. Members with required copays will need to pay the copays in order to get the services. Providers can refuse services to these members if they do not pay the mandatory copays. Mandatory copays are charged to persons in Families with Children that are no Longer Eligible Due to Earnings — also known as Transitional Medical Assistance (TMA).

Adults on TMA have to pay required (or mandatory) copays for some medical services. If you are on the TMA Program now or if you become eligible to receive TMA benefits later, the notice from DES or AHCCCS will tell you so. Copays for TMA members are listed below.

Required (mandatory) copayment amounts for persons receiving TMA benefits.

<table>
<thead>
<tr>
<th>Service</th>
<th>Copayment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriptions</td>
<td>$2.30</td>
</tr>
<tr>
<td>Doctor or other provider outpatient office visits for evaluation and management of your care</td>
<td>$4.00</td>
</tr>
<tr>
<td>Physical, Occupational and Speech Therapies</td>
<td>$3.00</td>
</tr>
<tr>
<td>Outpatient non-emergency or voluntary surgical procedures</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

Pharmacists and Medical Providers can refuse services if the copayments are not made.
5% Limit on All Copayments

The amount of total copays cannot be more than 5% of the family’s total income (before taxes and deductions) during a calendar quarter (January through March, April through June, July through September, and October through December). The 5% limit applies to both nominal and required copays.

AHCCCS Administration will track each member’s specific copayment levels to identify members who have reached the 5% copayment limit. If you think that the total copays you have paid are more than 5% of your family’s total quarterly income and AHCCCS has not already told you this has happened, you should send copies of receipts or other proof of how much you have paid to:

   AHCCCS
   801 E. Jefferson, Mail Drop 4600
   Phoenix, AZ 85034

If you are on this program but your circumstances have changed, contact your local DES office to ask them to review your eligibility. Members can always request a reassessment of their 5% limit if their circumstances have changed.

If You Are Billed

If you receive a service covered under UnitedHealthcare Community Plan, you should not receive a bill. If you do, call your provider (doctor or hospital) right away. Tell them you have insurance with UnitedHealthcare Community Plan and make sure they have your ID number. Tell the provider to stop billing you and to send a claim to UnitedHealthcare Community Plan.

If you keep getting bills, send us a letter and a copy of your bill to:

   UnitedHealthcare Community Plan
   Member Services
   Attn: Billing
   1 East Washington Street
   Phoenix, AZ 85004

We will contact the provider and tell them to stop billing you. If you agree to receive services that are not covered by UnitedHealthcare Community Plan, you may have to pay the bill.
When can members be billed for benefits that are not covered by AHCCCS?
If you agree to receive services that are not covered by UnitedHealthcare Community Plan or agree to receive services that are in excess of what is allowed by the plan, you may have to pay the bill.

AHCCCS allows a provider to charge a member if:
1. The member requests a benefit that is not covered or not authorized by the health plan or AHCCCS; and
2. The provider provides the member with a document describing the benefits and the approximate cost; and
3. The member signs the document prior to getting the benefits, showing that the member understands and accepts responsibility for payment.

Other Insurance and Medicare
It is important to tell us if you have other insurance or Medicare. It does not change any of the services or benefits you get from UnitedHealthcare Community Plan and AHCCCS. Try to choose a PCP who works with both UnitedHealthcare Community Plan and your other insurance. This will help us coordinate your benefits. If you receive services from a doctor that is not contracted with UnitedHealthcare Community Plan, you must have preauthorization or you will be responsible for payment, including copays, coinsurance, and deductibles.

Members who have both AHCCCS and Medicare are called “dual eligible.” UnitedHealthcare Community Plan may help pay your coinsurance and deductibles if you use Medicare providers that are also contracted with UnitedHealthcare Community Plan or who follow all of UnitedHealthcare Community Plan’s cost-sharing rules.

Always tell your doctor if you have other insurance. Your other insurance or Medicare is considered your primary insurance. They may pay for your medical services. You must use your primary insurance plan first. UnitedHealthcare Community Plan is your secondary insurance. UnitedHealthcare Community Plan may help you pay copays, coinsurance or deductibles that other insurance may charge you.

Do not pay the doctor directly. If you pay for AHCCCS-covered services directly, we cannot pay you back. **Tell your doctor to bill UnitedHealthcare Community Plan.** Make sure to show the doctor your UnitedHealthcare Community Plan ID card and your other insurance. This will help them to know where to send the bill. If you do not tell your doctor that you have other insurance, this may delay payment from UnitedHealthcare Community Plan.

If you have questions about how your primary insurance will impact your UnitedHealthcare Community Plan coverage, call Member Services prior to receiving services from your doctor.
Medicare Drug Coverage for Barbiturates and Benzodiazepines

AHCCCS covers drugs which are medically necessary, cost-effective, and allowed by federal and state law.

For AHCCCS members with Medicare, AHCCCS does NOT pay for any drugs paid by Medicare or for the cost-sharing (coinsurance, deductibles, and copayments) for these drugs. AHCCCS and its contractors are prohibited from paying for these medications or the cost-sharing (coinsurance, deductibles, and copayments) for drugs available through Medicare Part D, even if the member chooses not to enroll in the Part D plan.

AHCCCS does not pay for barbiturates to treat epilepsy, cancer, or mental health problems or any benzodiazepines for members with Medicare.

This is because federal law required Medicare to begin paying for these drugs starting January 1, 2013.

Some of the common names for benzodiazepines and barbiturates are:

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>Brand Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alprazolam</td>
<td>Xanax</td>
</tr>
<tr>
<td>Diazepam</td>
<td>Valium</td>
</tr>
<tr>
<td>Lorazepam</td>
<td>Ativan</td>
</tr>
<tr>
<td>Clorazepate Dipotassium</td>
<td>Tranxene</td>
</tr>
<tr>
<td>Chlordiazepoxide Hydrochloride</td>
<td>Librium</td>
</tr>
<tr>
<td>Clonazepam</td>
<td>Klonopin</td>
</tr>
<tr>
<td>Oxazepam</td>
<td>Serax</td>
</tr>
<tr>
<td>Temazepam</td>
<td>Restoril</td>
</tr>
<tr>
<td>Flurazepam</td>
<td>Dalmane</td>
</tr>
<tr>
<td>Phenobarbital</td>
<td>Phenobarbital</td>
</tr>
<tr>
<td>Mobaral</td>
<td>Mephobarbital</td>
</tr>
</tbody>
</table>
AHCCCS will still pay for barbiturates for Medicare members that are NOT used to treat epilepsy, cancer, or mental health problems.

For information about copayments for drugs that are covered by AHCCCS, please read the section about copayments.

**Member Complaints**

**Grievances.**
If you have questions or concerns about your medical care, you should talk about them with your PCP or the provider that is treating you first. If you are not happy about UnitedHealthcare Community Plan, your doctor, or any part of your health care, you can file a grievance (complaint). You can call UnitedHealthcare Community Plan Member Services to file a grievance over the phone or you can send your grievance in writing.

Call **1-800-348-4058** for UnitedHealthcare Community Plan.

Send your written grievance to:

UnitedHealthcare Community Plan  
Attn: Grievance Coordinator  
1 East Washington Street  
Phoenix, AZ 85004

When we receive your grievance, UnitedHealthcare Community Plan will look into the problem and decide what to do. Your doctor can also file a grievance on your behalf.

**Notice of Adverse Benefit Determination.**
If UnitedHealthcare Community Plan decides that a requested service cannot be approved or if a service is reduced or ended, you will receive a letter called a Notice of Adverse Benefit Determination. This letter will tell you:

- What your doctor asked for.
- What action was taken and why.
- Your right to file an appeal, ask for a State Fair Hearing, or ask for an expedited resolution.
- Your right to have your benefits continue during your appeal and how to do it.

If you do not understand your Notice of Adverse Benefit Determination, call Member Services. You have a right to know the criteria that are used to make decisions. You can also file a complaint if you do not feel the letter was clear enough for you. If you are still not happy about the notice, you may contact AHCCCS Medical Management. Call 602-417-4000 or 1-800-654-8713 outside of Maricopa County.
Appeals.
If UnitedHealthcare Community Plan has denied a service that you think you should receive, you can file an appeal. The appeal can be written or verbal. If you want to file a verbal appeal, call Member Services. Call 1-800-348-4058 for UnitedHealthcare Community Plan.

UnitedHealthcare Community Plan can help you file an appeal. Your doctor or representative can also file an appeal on your behalf with your written permission. You or your representative must file an appeal within 60 days from the date of the notice letter. You or your provider can’t be retaliated against for filing an appeal. This means UnitedHealthcare Community Plan will not be upset at you or your provider or attempt to get back at either of you for filing an appeal.

Reasons for filing an appeal include:
- A denied authorization.
- A denied payment for a service either in whole or in part.
- UnitedHealthcare Community Plan reducing or terminating services.
- UnitedHealthcare Community Plan failing to provide services to you in a timely manner.
- UnitedHealthcare Community Plan failing to act within the time frame given for grievances, appeals, and requests for State Fair Hearing.
- A denied request to obtain services outside the UnitedHealthcare Community Plan network. (Limited to residents of rural areas with only one health plan choice.)

You may send information by mail to:

UnitedHealthcare Community Plan
1 East Washington Street
Phoenix, AZ 85004
Attn: Appeals Department

When UnitedHealthcare Community Plan gets your appeal, we will send you a letter telling you that we received your appeal. We may ask for more information to make a decision. If you want to continue your services during the appeal process, you must tell us no later than 10 days from the date of the Notice of Adverse Benefit Determination letter. If AHCCCS agrees with UnitedHealthcare Community Plan’s decision, you may have to pay for these services.

UnitedHealthcare Community Plan will make every effort to investigate your appeal within 30 days. Sometimes we need more information like medical records. If we need more time to get this information, UnitedHealthcare Community Plan will ask you for up to 14 more days to respond. This is called a Member Appeal Extension letter. The extra information and time will help us to completely look into an appeal. In addition, you or your representative may request a 14-day extension.
UnitedHealthcare Community Plan will mail a letter to you with our decision. This letter will tell you the decision, and what to do if you are unhappy with the decision. You can request a state fair hearing by following the steps in the Notice of Appeal Resolution letter.

**Expedited appeals.**

If you need a decision more quickly than 30 days, you may ask for an expedited (rushed) appeal. If we agree that your appeal should be expedited, we will let you know within 2 working days and we will make a decision in 3 working days. If you don’t agree with our decision, you can request an expedited State Fair Hearing.

If we do not agree that your appeal should be expedited, we will let you know in one day. We will make a decision on your appeal within 30 days.

Your doctor may also request an expedited appeal. You must call or have your letter postmarked within 60 days from the date UnitedHealthcare Community Plan sent the Notice of Adverse Benefit Determination letter to you. Your appeal will only be expedited if UnitedHealthcare Community Plan agrees to your request. Decisions for expedited appeals will be completed within 3 working days. If we do not agree that a fast review is needed, we will write you within 2 days, and we will also try to call you. Then, we will decide your appeal within 30 days.

If a decision is not made within the appropriate time frames, the request will be denied.

**State Fair Hearings.**

If you do not agree with UnitedHealthcare Community Plan’s decision on your appeal, you can request a State Fair Hearing. Your request for a State Fair Hearing must be in writing and received within 30 days from the date you receive the appeal resolution letter. AHCCCS will send you information on how your State Fair Hearing will be handled. The AHCCCS Administration will decide if UnitedHealthcare Community Plan’s decision was correct. If AHCCCS decides that UnitedHealthcare Community Plan’s decision was correct, you may have to pay for services you received during the State Fair Hearing. If AHCCCS decides that UnitedHealthcare Community Plan’s decision was not correct, UnitedHealthcare Community Plan will authorize and pay for services promptly.
DD members:

If you have questions or concerns about your medical care, you should talk about them with your PCP or the provider that is treating you first.

If you are not happy about UnitedHealthcare Community Plan, your doctor, or any part of your health care, you can file a grievance (a complaint). Member Services will take your grievance, and then UnitedHealthcare Community Plan will look into the problem and decide what to do.

If you are not satisfied with an action UnitedHealthcare Community Plan has taken or if UnitedHealthcare Community Plan has denied a service that you think you should receive, you may file a formal complaint (appeal) with UnitedHealthcare Community Plan. You can call Member Services or write to the address listed on page 55. You can also file with the DDD Compliance and Review Unit. You must file an appeal within 60 days of UnitedHealthcare Community Plan’s action or decision. DDD will look into your appeal and send you a letter with the decision. The letter will also give you information on how to request a State Fair Hearing if you are not happy with DDD’s decision. You must contact DDD within the time stated in the letter.

Contact the DDD Compliance and Review Unit by calling: 1-866-229-5553 or writing to:

Division of Developmental Disabilities
Office of Compliance and Review
Site Code 791A
1789 West Jefferson, Fourth Floor
Phoenix, AZ 85007
Member Rights

You have the right to:

• File a complaint about your health plan.
• Request information about the structure and operation of the health plan and its subcontractors.
• Request information on whether or not UnitedHealthcare Community Plan has **Physician Incentive Plans** that affect the use of referral services.
• Receive covered benefits and services regardless of race, color, gender, religion, age, national origin, ability to speak English, disability, ability to pay, marital status, sexual preference, genetic information or physical or mental disability.
• Have services given in a way that respects your culture, language, background, and abilities.
• Receive interpreter services at no charge.
• Get this information in a language or format that you understand, including sign language or Braille.
• Privacy during medical visits, appointments, and treatments.
• Privacy and protection of your health information.
• Change your doctor that is contracted with UnitedHealthcare Community Plan.
• Know the professional background of any person involved in your care.
• Know the name of your doctor.
• Know that at times the health plan may coordinate care with schools and state agencies as allowed.
• Talk to your doctor about your health care and how to get covered services. Call Member Services if you have questions that your doctor did not answer.
• Request a second opinion from a qualified health care professional within UnitedHealthcare Community Plan's network, at no cost to you. A second opinion may be received from an out-of-network provider, at no cost to you, if there is no in-network coverage.
• Get information on available treatments and treatment options and the right to refuse treatment appropriate to your condition in language that you understand.
• Get information on Advance Directives.
• Access to your medical records or child's medical records at no cost to you as allowed by law.
• Request an annual copy of your medical records, at no cost to you, and be told how long it will take UnitedHealthcare Community Plan (UHCCP) to get the record to you. UHCCP must respond in 30 days with a copy of the record or a written denial. The denial has to include information on how to get a review of the denial.
• Member has the right to request their medical records be amended or corrected as allowed by law.
• Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
• Receive information about your benefits and health plan.
• Be treated with respect and dignity by UnitedHealthcare Community Plan staff and health care providers.
• Be involved in decisions about your health care, or have a representative facilitate care or help make decisions if you are not able to do so.
• Refuse care or refuse care from certain doctors.
• Know the languages spoken by each contracted UnitedHealthcare Community Plan doctor.
• Receive emergency care at any hospital or other setting without approval from your doctor or UnitedHealthcare Community Plan.
• Get information on how to get mental health care, substance abuse services, or a referral for specialty services not provided by your PCP.
• Know how UnitedHealthcare Community Plan evaluates new technology and decides to cover new treatments.
• Know if you need insurance for very large claims (stop-loss insurance).
• Know how UnitedHealthcare Community Plan compensates doctors.
• Receive a summary of member survey results.
• Request information about grievances, appeals and requests for hearings.
• Request information about getting services outside UnitedHealthcare Community Plan’s contracted service area.
• Request the criteria used to make decisions about your care.
Fraud and Abuse

Fraud.
UnitedHealthcare Community Plan provides services to people who are in need and qualify for services. It is important to make sure that our members and providers follow the rules for getting and billing for covered services. If the rules aren’t followed, a member or provider might be committing fraud. Report anything you see that doesn’t look right. This includes:

- Using someone else’s ID card or allowing someone to use yours.
- Giving a wrong address in order to qualify for AHCCCS.
- A doctor or facility billing you for covered services.
- A doctor giving you services you don’t need.
- A provider offering inappropriate services.

Abuse.
UnitedHealthcare Community Plan wants you to feel safe when you go to the doctor or a health care facility. If you are ever touched or talked to in a way that is uncomfortable, this is called abuse. It is important to tell someone about it.

Reporting fraud and abuse.
Fraud and abuse are serious offenses. There can be penalties under the law. You can report fraud or abuse by calling Member Services. You can also call AHCCCS at 1-888-487-6686 or 602-417-4193. Or, go to their website, azahcccs.gov. You do not have to give your name. You will not get in trouble for reporting fraud or abuse.
Family Support Information and Community Resources

The Member Advocacy Council (MAC).
The Member Advocacy Council is a partnership between UnitedHealthcare Community Plan, our members, member families, and community advocacy organizations. MAC members meet quarterly to provide input about service delivery, member communications and materials, and person-centered resources. Members and member families from UnitedHealthcare Community Plan AHCCCS/Medicaid are recruited for membership on the MAC. The MAC provides the opportunity for members or their families to meet with other UnitedHealthcare Community Plan members and staff to share and discuss ideas and information on how they are experiencing care as a member.

If you would like to become involved in MAC activities, please contact Judie Walker, Ombudsman/Member Advocate, at 602-255-8245 or CRS_SpecialNeeds@UHC.com.

Arizona Department of Health Services – Bureau of Women and Children’s Health

Office for Children with Special Health Care Needs (OCSHCN).
The Office for Children with Special Health Care Needs (OCSHCN) continues working to improve systems of care; provide information and referral to families who would like assistance in finding the services available to their child; provide training to families and professionals on best practices related to medical home, cultural competence, transition to adulthood and family and youth involvement; and support telemedicine to provide services in remote areas of the state. You may contact OCSHCN by calling 602-542-1860 or 1-800-232-1676 or sending an email to OCSHCN@azdhs.gov. Their website is http://www.azdhs.gov/phs/ocshcn.
**Raising Special Kids — Arizona’s family-to-family health information center.**
Raising Special Kids is a non-profit organization of families helping families of children with disabilities and special health needs in Arizona. They provide information, training and materials to help families understand and navigate systems of care. Parents are supported in their leadership development as they learn to advocate for their children. Raising Special Kids promotes opportunities for improving communication between parents, youth with disabilities, educators and health professionals. All programs and services are provided to families at no cost.

**Raising Special Kids**  
5025 East Washington Street, Suite 204  
Phoenix, AZ 85034  
1-800-237-3007 Toll-Free  
602-242-4366  
www.raisingspecialkids.org

**Family Involvement Center.**
Family Involvement Center is a not-for-profit, family-directed run organization that was founded in 2001. The majority of employees and Board of Directors have personal life experience raising children with emotional, behavioral, and/or mental health challenges. Services include parent training, resources and support.

**Family Involvement Center**  
5333 N 7th Street Suite A-100  
Phoenix, AZ 85014  
Parent Assistance: 602-288-0155  
1-877-568-8468 Toll-Free  
Administration: 602-412-4095  
www.familyinvolvementcenter.org

**Information and referral services.**
The Children’s Information Center Hotline can help you find resources in your community. The statewide toll-free number is 1-800-232-1676. For people with hearing loss or impairment, there is a State Telecommunication Device (TDD/TTY) at 1-800-367-8939. The hotline operates Monday – Friday 8:00 a.m. – 5:00 p.m.
Help to Stop Smoking.
Would you like to make a plan to quit smoking?
There are community support groups, cessation treatment, care and services available to members at www.azdhs.gov/tobaccofreeaz/. Or contact ASHLine Quit NOW.

1-800-556-6222

For Prescription to Quit, ASHLine will call you back within three days. If you’re ready to QUIT NOW do not wait, call now 1-800-556-6222.

www.ashline.org

WIC.
The Arizona Women, Infants, and Children Program (WIC) provides Arizona residents with nourishing supplemental foods, nutrition education, and referrals. People who use WIC are women who either are pregnant, breastfeeding, or have just had a baby; and infants and children who have nutritional needs and meet income guidelines. Call the WIC hotline at 1-800-252-5942 for more information.

Head Start.
Head Start is a program that provides health, educational, nutritional, social, and other services to low-income children and families. Head Start programs create learning environments that support a child’s growth in language, literacy, mathematics, science, social and emotional functioning, creative arts, and physical skills. To learn more about the Head Start program or to find a program in your area, call 1-866-763-6481 or visit the Head Start locater at http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartoffices.

HealthArizonaPlus.gov.
Get information about AHCCCS coverage and apply online.

AzEIP.
The Arizona Early Intervention Program (AzEIP) is a statewide system of supports and services for families and children birth to age 3, with disabilities or developmental delays. For more information about AzEIP, call 602-532-9960, call toll-free at 1-888-439-5609, or visit the website at des.az.gov/services/disabilities/developmental-infant. If AzEIP services are provided by UnitedHealthcare Community Plan, call 1-800-348-4058, or visit the website UHCCommunityPlan.com.
www.azlinks.gov.
Arizona’s Aging and Disability Resource Center (ADRC), created to help Arizona seniors, people with disabilities, caregivers and family members locate resources and services that meet their needs.
Phone: 602-542-4446 or toll-free 1-800-624-3879, hearing impaired (TTY/TDD) 1-866-602-1982.

Family planning services and HIV testing.
Please contact your primary health care provider for information about family planning and HIV/STI testing. For additional information about family planning services and HIV testing, call the ADHS Bureau of Women’s and Children’s Health Hot Line at 1-800-833-4642 or visit the website at www.azdhs.gov/phs/owch/index.htm. Family planning services and HIV/STI testing are available at the Arizona Family Planning Council 602-258-5777 or 1-888-272-5652 or visit the website at www.arizonafamilyhealth.org. Planned Parenthood also offers testing and services. Call 1-800-230-7526. You may also get additional information from your AHCCCS or ALTCS health plan.

Assistance With Primary Health Care Coverage

Arizona Association of Community Health Centers — is a membership of non-profit public primary care centers. For more information, visit the website at http://www.aachc.org/, call 602-253-0090 or send an email to info@aachc.org.

Arizona Center for Disability Law — Arizona Center for Disability Law is a non-profit law firm that assists Arizonans with disabilities to promote and protect their legal rights to independence, justice, and equality.
   Phone 1-800-927-2260 (Phoenix) or 1-800-922-1447 (Tucson)
   azdisabilitylaw.org

Arizona Coalition Against Sexual and Domestic Violence
   Phone 1-800-782-6400
   acesdv.org

Arizona Department of Health Services, Health Systems Development — offers programs and services to improve access to primary health care for underserved and vulnerable populations. For more information, visit the website at http://www.azdhs.gov/hsd/sfs_provider.htm or call 602-542-1219.

National Alliance on Mental Illness (NAMI) — NAMI is the nation’s largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.
   NAMI.org
Glossary

Abuse: Causing a person harm on purpose. This includes yelling, ignoring a person’s need, hurting or inappropriate touching.

Action: The denial or limited authorization of a requested service, including the type or level of service; the reduction, suspension, or termination of previously authorized services; the denial, in whole or in part, of payment for a service; the failure to provide services in a timely manner as set forth in contract; the failure of a Contractor to act within the time frames specified in contract; and for enrollees residing in a rural area with only one Contractor, the denial of an enrollee’s right to obtain services outside the Contractor’s network.

Administrative Hearing: A hearing under A.R.S. Title 41, Chapter 6, Article 10 (also called State Fair Hearing).

Appeal: A formal complaint made where a member is not satisfied with a decision made by UnitedHealthcare Community Plan.

Arizona Health Care Cost Containment System (AHCCCS): The state agency that manages health care programs and covered health care services provided through contracted health plans.

Arizona Long Term Care System (ALTCS): An AHCCCS program that delivers long term care to members. Members under ALTCS are elderly, have physical disabilities or developmental disabilities.

Auxiliary Aid: Services or devices that help people with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in the health plan.

Behavioral Health Crisis: A situation where, without immediate help, you might hurt yourself or someone else.

Behavioral Health Services: Behavioral health services may include behavior management, group, family and individual therapy and counseling, and emergency/crisis services.

Certified Nurse Midwife (CNM): is certified by the American College of Nursing Midwives (ACNM) on the basis of a national certification examination and licensed to practice in Arizona by the State Board of Nursing. CNMs practice independent management of care for pregnant women and newborns, providing antepartum, intrapartum, postpartum, gynecological, and newborn care, within a health care system that provides for medical consultation, collaborative management, or referral.

Copayment: A small charge or fee due at the time covered services are provided.

Court Ordered Evaluation and Treatment: A mental health evaluation based upon member needs is petitioned by a hospital, mental health agency or inpatient facility. Court ordered treatment is ordered by the court for a member who meets established criteria and is unwilling or unable to accept voluntary treatment.
Department of Economic Security (DES): The state agency that determines if a person is eligible for Medicaid.

Developmentally Disabled (DD): This is the DDD health plan you are enrolled with to help provide the medically necessary health care treatment and services you need.

Durable Medical Equipment: Equipment that provides therapeutic benefits designed primarily for a medical purpose.

Early Periodic Screening, Diagnostic and Treatment (EPSDT): A health care program for children up to age 21.

Emergency: A situation where a person’s health, or the health of an unborn baby, could be threatened. Medical help is needed right away.

Emergency Medical Condition: A medical condition that’s bad enough that a normal person could expect that without immediate medical attention would place the person’s health in serious jeopardy.

Emergency Medical Transportation: Ambulance services for an emergency medical condition.

Emergency Room Care: Emergency services you get in an emergency room.

Emergency Services: Services related to an emergency including room services and transportation regardless of the principal diagnosis on the emergency room and/or transportation claim.

Excluded Services: Health care services that your health insurance or plan doesn’t pay for or cover.

Fraud: Lying in order to receive AHCCCS benefits. This includes lying about personal information to qualify for AHCCCS benefits. Doctors may commit fraud by lying about services provided and then sending AHCCCS a bill.

Grievance: A member’s expression of dissatisfaction with any part of their care. A grievance can be filed over the phone or in writing. Grievances must be filed directly with UnitedHealthcare Community Plan, not AHCCCS.

Habilitation Services and Devices: Health care services that help you keep, learn, or improve skills and functioning for daily living.

Health Information: Facts about a member’s health care. This information may be received or created by UnitedHealthcare Community Plan or a provider. It includes information about a member’s physical and mental health, as well as payments for health care.

Health Insurance: Health insurance is a type of insurance coverage that pays for covered health services.
**Health Insurance Flexibility and Accountability Act (HIFA):** Offers health care coverage to families with and without children who do not qualify for Medicaid.

**High-Risk Pregnancy:** refers to a pregnancy in which the mother, fetus, or newborn is, or is anticipated to be, at increased risk for morbidity or mortality before or after delivery. High-risk is determined through the use of the Medical Insurance Company of Arizona (MICA) or American College of Obstetricians and Gynecologists (ACOG) standardized medical risk assessment tools.

**Home Health Care:** Health care services a person receives at home.

**Hospice Services:** Services to provide comfort and support for persons and their families in the last stages of a terminal illness.

**Hospitalization:** Care in a hospital that requires admission as an inpatient and usually requires an overnight stay.

**Hospital Outpatient Care:** Care in a hospital that usually doesn’t require an overnight stay.

**KidsCare:** AHCCCS program that provides health care coverage to children under age 19. KidsCare is for children who do not have health insurance and would not qualify for Medicaid.

**Licensed Midwife:** An individual licensed by the Arizona Department of Health Services to provide maternity care pursuant to Arizona Revised Statutes (A.R.S.) Title 36, Chapter 6, Article 7 and Arizona Administrative Code Title 9, Chapter 16. (This provider type does not include certified nurse midwives licensed by the Board of Nursing as a nurse practitioner in midwifery or physician assistants licensed by the Arizona Medical Board.)

**Living Will:** A document where you write what you want done with your health care. The doctor uses this if you are not able to express what you want. It lists specific treatments you do or do not want. It can also tell your doctor whether or not to make special efforts to save your life.

**Mammogram:** Screening exam for breast cancer. Recommended for women over the age of 35.

**Managed Care:** A health plan that works like an HMO. Covered services are provided by providers who contract with the health plan.

**Maternity Care:** Includes identification of pregnancy, prenatal care, labor/delivery services, and postpartum care.
Maternity Care Coordination: Coordination of the following maternity care related activities: determining the member’s medical or social needs through a risk assessment evaluation; developing a plan of care designed to address those needs; coordinating referrals of the member to appropriate service providers and community resources; monitoring referrals to ensure the services are received; and revising the plan of care, as appropriate.

Medically Necessary: Health care or products that a prudent, or wise, doctor would give to a patient to prevent, diagnose, or treat an illness, injury, disease or its symptoms in a way that follows generally accepted standards for medicine and is not just for the convenience of the patient, physician or other health care provider.

Member: An eligible person enrolled in AHCCCS who has selected UnitedHealthcare Community Plan as their health plan.

Network: Doctors, specialists, hospitals, pharmacies and other providers who are contracted to provide health care services to UnitedHealthcare Community Plan members.

Non-Participating Provider: A provider who doesn’t have a contract with your health insurer or plan to provide services to you.

Notice of Adverse Benefit Determination: The written notice to the member regarding an action by the Contractor.

Participating Provider: A participating provider is a provider who has a contract with your health insurer or plan to provide services to you.

Physician Services: Health care services by a licensed medical physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine).

Plan: A benefit your insurer provides to you to pay for your health care services.

Postpartum Care: Health care provided for a period of up to 60 days post-delivery. Family planning services are included, if provided by a physician or practitioner.

Power of Attorney: Someone to whom you have given the authority to make health care decisions for you if you cannot make them (usually a close friend, relative or spouse).

Practitioner: Refers to certified nurse practitioners in midwifery, physician assistants and other nurse practitioners. Physician assistants and nurse practitioners are defined in A.R.S. Title 32, Chapters 25 and 15, respectively.
Preauthorization: Process by which your PCP or specialist contacts UnitedHealthcare Community Plan for approval to provide special services such as surgery.

Preconception Counseling Services: This counseling is part of a well woman visit, and is provided when medically necessary. This counseling focuses on the early detection and management of risk factors before pregnancy, and includes efforts to influence behaviors that can affect a fetus (even before conception is confirmed), as well as regular health care. The purpose of preconception counseling is to ensure that a woman is healthy prior to pregnancy. Preconception counseling does not include genetic testing.

Premium: The amount you pay for your health insurance, usually each month.

Prenatal Care: Health care provided during pregnancy and is composed of three major components:
   a. Early and continuous risk assessment
   b. Health education and promotion, and
   c. Medical monitoring, intervention, and follow-up.

Prescription: A doctor’s written instructions for medication or treatment.

Prescription Drug Coverage: Health insurance or plan that helps pay for prescription drugs and medications.

Prescription Drugs: Drugs ordered by a doctor’s written instructions.

Primary Care Physician: The doctor who treats the member directly. The PCP may refer the member to a specialist or admit the member to a hospital. PCPs are usually family practitioners, internists, pediatricians, and sometimes nurse practitioners and physician assistants, but may also include obstetricians and certified nurse midwives for pregnant members.

Primary Care Provider: An individual who meets the requirements of licensure by the State and who is responsible for the management of the member’s health care.

Provider: A person or facility that provides health care services and treatment such as a doctor, pharmacy, dentist, clinic or hospital.

Provider Network: Doctors, specialists, hospitals, pharmacies and other providers who are contracted to provide health care services to UnitedHealthcare Community Plan members.

Referral: Process by which your PCP requests additional care for you from a specialist.

Rehabilitation Services and Devices: Health care services and devices that help you get back, or improve skills and functioning for daily living that have been lost or impaired because you were sick, hurt, or disabled.
Regional Behavioral Health Authority (RBHA): Community-based organizations, known as Regional Behavioral Health Authorities (RBHAs), provide behavioral health services. AHCCCS enrolled members are assigned to an RBHA based on where they live. Each RBHA contracts with a network of service providers similar to health plans to deliver a range of behavioral health care services, treatment programs for adults with substance use disorders, adults with serious mental illness and children with serious emotional disturbance. Arizona is divided into three geographical service areas served by the RBHAs.

Seriously Mentally Ill (SMI): Any person who, as a result of a serious mental disorder, has emotions or behaviors that prevent them from performing everyday activities.

Service Area: A geographic area, usually one or two adjoining counties, where UnitedHealthcare Community Plan has a contract with AHCCCS to arrange covered health care services to members enrolled with UnitedHealthcare Community Plan.

Sixth Omnibus Budget Reconciliation Act (SOBRA): An eligibility category for pregnant women and children of certain ages. Eligibility is based on different Federal Poverty Income Levels. If you are pregnant, contact DES to see if you are eligible. Contact your DES Case Worker to help determine if any of your children are eligible.

Skilled Nursing Care: Services from licensed nurses in your own home or in a nursing home. Skilled care services are from technicians and therapists in your own home or in a nursing home.

Special Health Care Needs: Members who have serious and chronic physical, developmental or behavioral conditions who require a special type or amount of care.

Specialist: Any doctor who has special training for a specific condition or illness.

Tribal RBHA or TRBHA: In addition to RBHAs, Arizona has agreements with five of Arizona’s American Indian Tribes to deliver behavioral health services to persons living on the reservation.

UnitedHealthcare Community Plan: An AHCCCS contractor, which provides health care coverage. The covered services provided to you depend on your AHCCCS eligibility and the program for which we are providing you care.

Urgent Care: Care provided when a member’s situation is not life-threatening, but member cannot wait 2 days (48 hours).

Women, Infants, and Children (WIC): A community program that provides food, nutrition counseling, and access to health services to low-income women, infants, and children.
UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at 1-800-348-4058, TTY 711, Monday through Friday, 8:00 a.m. to 5:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**
https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are available at

**Phone:**
Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

**Mail:**
U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call Member Services at 1-800-348-4058, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at 1-800-348-4058, TTY 711, Monday through Friday, 8:00 a.m. to 5:00 p.m.
HEALTH PLAN NOTICES OF PRIVACY PRACTICES

THIS NOTICE SAYS HOW YOUR MEDICAL INFORMATION MAY BE USED. IT SAYS HOW YOU CAN ACCESS THIS INFORMATION. READ IT CAREFULLY.

Effective January 1, 2017.

By law, we¹ must protect the privacy of your health information (“HI”). We must send you this notice. It tells you:

• How we may use your HI.
• When we can share your HI with others.
• What rights you have to access your HI.

By law, we must follow the terms of this notice.

HI is information about your health or health care services. We have the right to change our privacy practices for handling HI. If we change them, we will notify you by mail or email. We will also post the new notice at this website (www.uhccommunityplan.com). We will notify you of a breach of your HI. We collect and keep your HI to run our business. HI may be oral, written or electronic. We limit employee and service provider access to your HI. We have safeguards in place to protect your HI.

How We Use or Share Your Information

We must use and share your HI with:

• You or your legal representative.
• Government agencies.

We have the right to use and share your HI for certain purposes. This must be for your treatment, to pay for your care, or to run our business. We may use and share your HI as follows.

• For Payment. We may use or share your HI to process premium payments and claims. This may include coordinating benefits.
• For Treatment or Managing Care. We may share your HI with your providers to help with your care.
• For Health Care Operations. We may suggest a disease management or wellness program. We may study data to improve our services.
• To Tell You about Health Programs or Products. We may tell you about other treatments, products, and services. These activities may be limited by law.
• For Plan Sponsors. We may give enrollment, disenrollment, and summary HI to your employer. We may give them other HI if they properly limit its use.
• For Underwriting Purposes. We may use your HI to make underwriting decisions. We will not use your genetic HI for underwriting purposes.

• For Reminders on Benefits or Care. We may use your HI to send you appointment reminders and information about your health benefits.

We may use or share your HI as follows.

• As Required by Law.

• To Persons Involved With Your Care. This may be to a family member in an emergency. This may happen if you are unable to agree or object. If you are unable to object, we will use our best judgment. If permitted, after you pass away, we may share HI with family members or friends who helped with your care.

• For Public Health Activities. This may be to prevent disease outbreaks.

• For Reporting Abuse, Neglect or Domestic Violence. We may only share with entities allowed by law to get this HI. This may be a social or protective service agency.

• For Health Oversight Activities to an agency allowed by the law to get the HI. This may be for licensure, audits and fraud and abuse investigations.

• For Judicial or Administrative Proceedings. To answer a court order or subpoena.

• For Law Enforcement. To find a missing person or report a crime.

• For Threats to Health or Safety. This may be to public health agencies or law enforcement. An example is in an emergency or disaster.

• For Government Functions. This may be for military and veteran use, national security, or the protective services.

• For Workers’ Compensation. To comply with labor laws.

• For Research. To study disease or disability.

• To Give Information on Decedents. This may be to a coroner or medical examiner. To identify the deceased, find a cause of death, or as stated by law. We may give HI to funeral directors.

• For Organ Transplant. To help get, store or transplant organs, eyes or tissue.

• To Correctional Institutions or Law Enforcement. For persons in custody: (1) to give health care; (2) to protect your health and the health of others; and (3) for the security of the institution.

• To Our Business Associates if needed to give you services. Our associates agree to protect your HI. They are not allowed to use HI other than as allowed by our contract with them.
• **Other Restrictions.** Federal and state laws may further limit our use of the HI listed below.
  1. HIV/AIDS
  2. Mental health
  3. Genetic tests
  4. Alcohol and drug abuse
  5. Sexually transmitted diseases and reproductive health
  6. Child or adult abuse or neglect or sexual assault

We will follow stricter laws that apply. The attached “Federal and State Amendments” document describes those laws.

We will only use your HI as described here or with your written consent. We will get your written consent to share psychotherapy notes about you. We will get your written consent to sell your HI to other people. We will get your written consent to use your HI in certain promotional mailings. If you let us share your HI, the recipient may further share it. You may take back your consent. To find out how, call the phone number on your ID card.

**Your Rights**
You have the following rights.

• **To ask us to limit** use or sharing for treatment, payment, or health care operations. You can ask to limit sharing with family members or others. We may allow your dependents to ask for limits. **We will try to honor your request, but we do not have to do so.**

• **To ask to get confidential communications** in a different way or place. For example, at a P.O. Box instead of your home. We will agree to your request when a disclosure could endanger you. We take verbal requests. You can change your request. This must be in writing. Mail it to the address below.

• **To see or get a copy** of certain HI. You must ask in writing. Mail it to the address below. If we keep these records in electronic form, you can request an electronic copy. You can have your record sent to a third party. We may send you a summary. We may charge for copies. We may deny your request. If we deny your request, you may have the denial reviewed.

• **To ask to amend.** If you think your HI is wrong or incomplete, you can ask to change it. You must ask in writing. You must give the reasons for the change. Mail this to the address below. If we deny your request, you may add your disagreement to your HI.

• **To get an accounting** of HI shared in the six years prior to your request. This will not include any HI shared for the following reasons: (i) For treatment, payment, and health care operations; (ii) With you or with your consent; (iii) With correctional institutions or law enforcement. This will not list the disclosures that federal law does not require us to track.

• **To get a paper copy of this notice.** You may ask for a paper copy at any time. You may also get a copy at our website ([www.uhccommunityplan.com](http://www.uhccommunityplan.com)).
Using Your Rights

• To Contact your Health Plan. Call the phone number on your ID card. Or you may contact the UnitedHealth Group Call Center at 1-866-633-2446, or TTY 711.

• To Submit a Written Request. Mail to:
  UnitedHealthcare Privacy Office
  MN017-E300
  P.O. Box 1459
  Minneapolis, MN 55440

• To File a Complaint. If you think your privacy rights have been violated, you may send a complaint at the address above.

You may also notify the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you for filing a complaint.

Financial Information Privacy Notice

THIS NOTICE SAYS HOW YOUR FINANCIAL INFORMATION MAY BE USED AND SHARED. REVIEW IT CAREFULLY.

Effective January 1, 2017.

We protect your “personal financial information” (“FI”). FI is non-health information. FI identifies you and is generally not public.

Information We Collect

• We get FI from your applications or forms. This may be name, address, age and social security number.

• We get FI from your transactions with us or others. This may be premium payment data.

Sharing of FI

We will only share FI as permitted by law.

We may share your FI to run our business. We may share your FI with our Affiliates. We do not need your consent to do so.

• We may share your FI to process transactions.

• We may share your FI to maintain your account(s).

• We may share your FI to respond to court orders and legal investigations.

• We may share your FI with companies that prepare our marketing materials.

Confidentiality and Security

We limit employee and service provider access to your FI. We have safeguards in place to protect your FI.
Questions About This Notice
Please call the toll-free member phone number on your health plan ID card or contact the UnitedHealth Group Customer Call Center at 1-866-633-2446, or TTY 711.

For purposes of this Financial Information Privacy Notice, “we” or “us” refers to the entities listed in footnote 1, beginning on the last page of the Health Plan Notices of Privacy Practices, plus the following UnitedHealthcare affiliates: Alere Women’s and Children’s Health, LLC; AmeriChoice Health Services, Inc.; Connexions HCI, LLC; Dental Benefit Providers, Inc.; gethealthinsurance.com Agency, Inc.; Golden Outlook, Inc.; HealthAllies, Inc.; LifePrint East, Inc.; Life Print Health, Inc.; MAMSI Insurance Resources, LLC; Managed Physical Network, Inc.; OneNet PPO, LLC; OptumHealth Care Solutions, Inc.; OrthoNet, LLC; OrthoNet of the Mid-Atlantic, Inc.; OrthoNet West, LLC; OrthoNet of the South, Inc.; Oxford Benefit Management, Inc.; Oxford Health Plans LLC; Spectera, Inc.; UMR, Inc.; Unison Administrative Services, LLC; United Behavioral Health; United Behavioral Health of New York I.P.A., Inc.; United HealthCare Services, Inc.; UnitedHealth Advisors, LLC; UnitedHealthcare Services LLC; UnitedHealthcare Services Company of the River Valley, Inc. This Financial Information Privacy Notice only applies where required by law. Specifically, it does not apply to (1) health care insurance products offered in Nevada by Health Plan of Nevada, Inc. and Sierra Health and Life Insurance Company, Inc.; or (2) other UnitedHealth Group health plans in states that provide exceptions.
SUMMARY OF FEDERAL LAWS

Alcohol and Drug Abuse Information

We are allowed to use and disclose alcohol and drug abuse information that is protected by federal law only (1) in certain limited circumstances, and/or disclose only (2) to specific recipients.

Genetic Information

We are not allowed to use genetic information for underwriting purposes.

SUMMARY OF STATE LAWS

General Health Information

We are allowed to disclose general health information only (1) under certain limited circumstances, and/or (2) to specific recipients.

HMOs must give enrollees an opportunity to approve or refuse disclosures, subject to certain exceptions.

You may be able to restrict certain electronic disclosures of health information.

We are not allowed to use health information for certain purposes.

We will not use and/or disclose information regarding certain public assistance programs except for certain purposes.

We must comply with additional restrictions prior to using or disclosing your health information for certain purposes.

AR, CA, DE, NE, NY, PR, RI, VT, WA, WI

KY

NC, NV

CA, IA

KY, MO, NJ, SD

KS
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<tr>
<th><strong>Prescriptions</strong></th>
<th>ID, NH, NV</th>
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<tr>
<td>We are allowed to disclose prescription-related information only</td>
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<td>(1) under certain limited circumstances, and/or</td>
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<tr>
<td>(2) to specific recipients.</td>
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<tr>
<th><strong>Communicable Diseases</strong></th>
<th>AZ, IN, KS, MI, NV, OK</th>
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<tbody>
<tr>
<td>We are allowed to disclose communicable disease information only</td>
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<tr>
<td>(1) under certain limited circumstances, and/or</td>
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<tr>
<td>(2) to specific recipients.</td>
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<tr>
<th><strong>Sexually Transmitted Diseases and Reproductive Health</strong></th>
<th>CA, FL, IN, KS, MI, MT, NJ, NV, PR, WA, WY</th>
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<tbody>
<tr>
<td>We are allowed to disclose sexually transmitted disease and/or reproductive health information only</td>
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<tr>
<td>(1) under certain limited circumstances and/or</td>
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<tr>
<td>(2) to specific recipients.</td>
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<tr>
<th><strong>Alcohol and Drug Abuse</strong></th>
<th>AR, CT, GA, KY, IL, IN, IA, LA, MN, NC, NH, OH, WA, WI</th>
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<tr>
<td>We are allowed to use and disclose alcohol and drug abuse information</td>
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<tr>
<td>(1) under certain limited circumstances, and/or</td>
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<tr>
<td>(2) to specific recipients.</td>
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<tr>
<td>Disclosures of alcohol and drug abuse information may be restricted by the individual who is the subject of the information.</td>
<td>WA</td>
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<tr>
<th><strong>Genetic Information</strong></th>
<th>CA, CO, KS, KY, LA, NY, RI, TN, WY</th>
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<tr>
<td>We are not allowed to disclose genetic information without your written consent.</td>
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<tr>
<td>We are allowed to disclose genetic information only</td>
<td>AK, AZ, FL, GA, IA, IL, MD, MA, ME, MO, NJ, NV, NH, NM, OR, RI, TX, UT, VT</td>
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<tr>
<td>(1) under certain limited circumstances and/or</td>
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<tr>
<td>(2) to specific recipients.</td>
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<tr>
<td>Restrictions apply to</td>
<td>FL, GA, IA, LA, MD, NM, OH, UT, VA, VT</td>
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<tr>
<td>(1) the use, and/or</td>
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<tr>
<td>(2) the retention of genetic information.</td>
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<tr>
<td>HIV/AIDS</td>
<td>AZ, AR, CA, CT, DE, FL, GA, IA, IL, IN, KS, KY, ME, MI, MO, MT, NY, NC, NH, NM, NV, OR, PA, PR, RI, TX, VT, WV, WA, WI, WY</td>
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<tr>
<td>We are allowed to disclose HIV/AIDS-related information only</td>
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<tr>
<td>(1) under certain limited circumstances and/or</td>
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<td>(2) to specific recipients.</td>
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<tr>
<td>Certain restrictions apply to oral disclosures of HIV/AIDS-related</td>
<td>CT, FL</td>
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<td>information.</td>
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<tr>
<td>We will collect certain HIV/AIDS-related information only with</td>
<td>OR</td>
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<td>your written consent.</td>
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<tr>
<th>Mental Health</th>
<th>CA, CT, DC, IA, IL, IN, KY, MA, MI, NC, NM, PR, TN, WA, WI</th>
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<tbody>
<tr>
<td>We are allowed to disclose mental health information only</td>
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<tr>
<td>(1) under certain limited circumstances and/or</td>
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<td>(2) to specific recipients.</td>
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<tr>
<td>Disclosures may be restricted by the individual who is the subject of</td>
<td>WA</td>
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<td>the information.</td>
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<tr>
<td>Certain restrictions apply to oral disclosures of mental health</td>
<td>CT</td>
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<td>information.</td>
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<tr>
<td>Certain restrictions apply to the use of mental health information.</td>
<td>ME</td>
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</tbody>
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<tr>
<th>Child or Adult Abuse</th>
<th>AL, CO, IL, LA, MD, NE, NJ, NM, NY, RI, TN, TX, UT, WI</th>
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<tr>
<td>We are allowed to use and disclose child and/or adult abuse information</td>
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<td>(1) under certain limited circumstances, and/or disclose only</td>
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<td>(2) to specific recipients.</td>
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THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.
Effective Date: September 23, 2013

Confidentiality practices:
The Arizona Health Care Cost Containment System (AHCCCS), and the Health Care Group Administration (HCGA), will work hard to keep your health information private. This notice tells you how and when AHCCCS will use, share and protect your health information. It also tells you about your rights to keep your health information private. If we change how we use, share and protect your information, we will send you a new notice sixty (60) days before any change.

You should also get a notice like this from your Health Plan and each of your doctors and other health care providers telling you how they use, share and protect your information. Those notices should also tell you how to complain to the Health Plan or health care provider about any problems you may have with them regarding the privacy of your information.

Using, sharing and protecting your health information:
AHCCCS can only use or share your health information when we need to use it to do our job, when we have to share your information to run the AHCCCS program and get you the care you need, and to make sure your health care providers are paid. When we share your health information with your Health Plan and health care providers, they must keep it private. When we share health information about you with anyone else that helps us run AHCCCS, we make them promise in writing to keep your health information private.

We will ask for, use and share your health information to decide whether we will pay for your care and to see if you are getting the right care. For example, doctors and nurses employed by us might look at your doctor’s treatment plan for you to make sure the care you receive is needed.

AHCCCS and the health care group administration will use and share your health information to:

- Decide what to pay your health plan.
- Pay your health plan and your health care providers.
- Coordinate payment for your care. We use and share your information to make sure we pay for the care we should, that we don’t pay for care that another health insurance company should pay for, and to make sure your health care provider isn’t paid more than once.
- Coordinate your care. We share information with your AHCCCS health plan, other health plans, your doctors and other health care providers so they can work together to help you get better health care.
• Evaluate performance of health care providers and health plans. We may use some of your information to see how well your health plan, doctors, and other health care providers are doing. For example, we review hospital medical records to check on the quality of care you get from the hospital.

• We sometimes give information to our lawyers, accountants, and consultants to help us run the program correctly and efficiently and to identify and prosecute fraud and abuse of the program.

• We may use your information to mail you helpful information about how to choose a health plan, about changes to the health care you can get, free medical exams, and consumer protection information.

• If we find that AHCCCS cannot continue to pay for your care, we may share some of your information with the federal government so that they can help you find other health insurance. They may even help pay for other health insurance.

• We sometimes share information with government agencies or organizations that provide benefits or services other than health insurance when you have told us you are interested in those benefits or services.

The program may disclose your health information:

• To public health agencies for activities such as stopping the spread of diseases and reporting problems with drugs or medical items.

• To law enforcement or other government agencies, if you are the victim of abuse, neglect or domestic violence.

• To other government agencies responsible for running the Medicaid Program such as the U.S. Department of Health and Human Services and its Office of Civil Rights.

• In court cases and administrative hearings when we are required by the law to do so.

• To coroners, medical examiners, and funeral directors so that they can carry out their jobs.

• To organizations involved with organ donation and transplants, and organizations that track contagious diseases and cancer.

• To groups, like universities, that the law allows to do research using your information.

• To prevent a serious threat to a person’s or the public’s health and safety.

• To the military if you are or have been in the armed services.

• To correctional facility or law enforcement, if you are held in jail or prison, to help keep jails and prisons healthy and safe.

• To workers’ compensation programs that pay for work-related injuries or illness.

• For law enforcement or national security and intelligence and to protect the President and others as required by law.
AHCCCS NOTICE OF PRIVACY PRACTICES

Your rights to privacy:
Your health information will not be shared without your written permission except as listed here or when required by law. You may give permission for other people to have your information by filling out the “AHCCCS Authorization to Disclose” Form, and you may take back your permission in writing at any time. For example, we need your written permission to:

- Use or share your health information for marketing purposes.
- Share your psychotherapy notes.
- Sell your health information.

You can take back your permission at any time by writing to AHCCCS at the address listed below. We cannot use or share your genetic information to make a decision about your health insurance.

ANY REQUEST YOU MAKE TO AHCCCS MUST BE IN WRITING

Your other rights concerning your health information include the right to:

- **See and Get Copies of Your Records.** We may charge you a fee for making a copy of your records for you.
- **Ask to Change or Correct Your Records** if you think there is a mistake in your records. You must give us a reason for asking us to change your records.
- **Get a List of when we have shared your information.** This list will only include any time that we have shared your information for a reason other than to help with your treatment, to pay your doctors and other health care providers, or to help companies like your health plan with running their business. The list will not include information provided to you or your family directly, or information that was shared because you gave us your permission in writing.
- **Breach Notification:** If your health information is used or shared by AHCCCS incorrectly, we will let you know promptly.
- **Further Restrict Uses and Disclosures of Your Health Information.** You must tell AHCCCS what information you do not want to share and who you don’t want us to share your information with. AHCCCS is not required to agree with your request.
- **Take back permission that you gave AHCCCS to share your information.** If you take back your permission that won’t change any information that has already been shared.
- **Choose How We Communicate with You:** In a certain way or at a certain place.
- **File a Complaint** if you do not agree with how AHCCCS has used or shared your information.
- **Get a Paper Copy of this Notice** at any time.
ANY REQUEST YOU MAKE TO AHCCCS MUST BE IN WRITING

How to contact AHCCCS about your privacy rights:
Mail all written forms, requests and correspondence to:

AHCCCS Administration
ATTN: Privacy Officer
701 East Jefferson, MD 6200
Phoenix, AZ 85034

The Privacy Officer may not let you look at, copy or change your records. If we don’t, we will send you a letter that tells you why and we will let you know if you can ask for a review of that decision. You will learn how to file a complaint with AHCCCS or with the U.S. Department of Health and Human Services – Office of Civil Rights.

How to file a complaint: You may file a complaint with AHCCCS or the U.S. Department of Health and Human Services – Office of Civil Rights.

Send correspondence to: Or to:
AHCCCS Administration Region IX, Office for Civil Rights
ATTN: Privacy Officer Medical Privacy, Complaint Division
701 East Jefferson, MD 6200 U.S. Department of Health and Human Services
Phoenix, AZ 85034 90 - 7th Street, Suite 4-100

For more information:
If you have any questions about this, please contact the AHCCCS Privacy Officer.

AHCCCS may change its Privacy Practices. Any changes will apply to information we already have and any information about you that we may get later. You will be able to see a copy of any new notice at the AHCCCS Administration Office or on our website. You may ask for a copy of the current notice at any time, or get it online at www.azahcccs.gov.

To contact AHCCCS call: 602-417-4000 from Area Codes 480, 602 and 623. From the rest of Arizona call 1-800-654-8713.
We’re here for you.

Remember, we’re always ready to answer any questions you may have. Just call Member Services at 1-800-348-4058. You can also visit our website at UHCCommunityPlan.com.