

# UnitedHealthcare Community Plan of Arizona Participation in AHCCCS Complete Care Program Frequently Asked Questions

## Key Points

- UnitedHealthcare Community Plan of Arizona has been selected to participate in the Arizona Health Care Cost Containment System (AHCCCS) Complete Care Program, starting Oct. 1, 2018.
- The program gives members and care providers the convenience of a single health plan for both medical care and behavioral health services.
- We've been selected to serve members in Gila, Maricopa, Pima and Pinal counties. We won't serve any other counties after our contract expires on Sept. 30, 2018.
- AHCCCS will communicate with your patients who are our members and transition them when necessary to another health plan.

## Overview

AHCCCS has selected UnitedHealthcare to participate in the AHCCCS Complete Care Program in Gila, Maricopa, Pima and Pinal counties. While all current UnitedHealthcare Community Plan of Arizona members are covered through Sept. 30, 2018, members in other counties will be transitioned to a different health plan.

## Frequently Asked Questions and Answers

### Program Overview

#### Q1. What is the AHCCCS Complete Care Program?

A1. The program begins on Oct. 1, 2018. The member's chosen health plan will manage the care provider network for all health care services, including medical care and behavioral health services. Instead of navigating two separate networks for medical and behavioral care, members and care providers will have the convenience of a single health plan.

#### Q2. Will UnitedHealthcare be a participating Complete Care health plan?

A2. Yes. AHCCCS selected UnitedHealthcare Community Plan of Arizona to participate in the AHCCCS Complete Care Program in the Central Geographic Service Area, which includes Maricopa, Gila and Pinal counties. We will also participate in Pima County.

#### Q3. Why isn't UnitedHealthcare participating statewide?

A3. AHCCCS categorized the state by three geographic service areas and restricted managed care organizations (MCOs) to two of the three areas. This means no single MCO will service all three areas.

**Q4. When will UnitedHealthcare stop servicing the other counties?**

A4. Our current contract ends on Sept. 30, 2018. Other than Pima County, we will no longer serve the northern or southern counties, starting Oct. 1, 2018. We will continue our 35-year commitment to serving the people of Arizona during this transition.

**Q5. Will coverage change now for current UnitedHealthcare Community Plan of Arizona members?**

A5. No. Your patients who are UnitedHealthcare Community Plan of Arizona members don't need to take any action. They will stay covered until Oct. 1, 2018. Business will continue as usual during this time.

**Q6. What will happen to these current members when their coverage ends?**

A6. AHCCCS will send a notification letter to these members over the summer and help them transition to a new health plan. We'll reach out to work with you to manage continuity of care for these members.

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**Q7. How will we find out about future developments and next steps?**

A7. We'll let you know about next steps over the coming months as other decisions are made.

**Q8. Who can my patients contact for more information?**

A8. If UnitedHealthcare Community Plan members have questions, they can call Member Services at 800-348-4058.

**Q9. Who can I contact for more information?**

A9. If you have questions, please contact your Network Account Manager or Provider Advocate.