

[Date]

[Provider Name]
[Address Line 1]
[Address Line 2]
[City], [State] [Zip code]

Re: Maricopa Health Plan Members Transitioning

Dear Provider:

UnitedHealthcare Community Plan (UHCCP) and Maricopa Health Plan (MHP) have entered into an agreement to transfer members of Maricopa Health Plan to UnitedHealthcare Community Plan. Arizona Health Care Cost Containment System (AHCCCS) approved the transaction with a February 1st, 2017 effective date. You are receiving this letter because MHP members will be transitioned to your practice as of February 1st, 2017. .

Transitioning MHP members will receive a new member ID card within 12 business days of the formal transition date to UnitedHealthcare Community Plan. UHCCCP will honor any open prior authorizations for the time period of the authorization or 90 days, whichever is less and work with providers regarding other prior authorization requirement for 90 days from the date of service. UnitedHealthcare and Maricopa Health Plan have worked closely together to help ensure MHP members do not have to change their providers, except as stated below.

BENEFIT CHANGES

- Durable Medical Equipment – All DME services are provided by Preferred HomeCare. These services include wheelchairs, incontinence supplies, ventilator supplies, nutrition supplements and home infusion medications. You may need to supply a new prescription for the members DME services.
- Dental services will change from DentaQuest to Optum Dental. Please note that members may continue to see their same dental provider if that provider is contracted through Optum Dental.
- Pharmacy services will change from MedImpact to Optum Pharmacy. Please note that a member may continue to get prescriptions filled at their current pharmacy as long as it is part of the Optum Pharmacy. For example a member can continue to get prescriptions filled at Walgreens despite the change in pharmacy vendor. You will need to supply a new prescription for a member if a current prescription is being filled outside of the Optum Pharmacy network.
- Transportation services will change from Veyo to MTBA. UnitedHealthcare Community Plan and MTBA will notify transitioning members of new transportation contact information and the process for scheduling transport. Transportation for high-risk members will be set up in advance of the Feb. 1, 2017 transition date.

- Vision services will remain the same under Nationwide.

For your convenience we have included a Quick Reference Grid (QRG) which provides key billing, resource information and sample member ID cards.

Additional information regarding this transition is posted on the azAHCCCS.gov website at <https://azahcccs.gov/Resources/OversightOfHealthPlans/MaricopaHealthPlan.html>. Should you have any questions, please contact your Provider Advocate or the Provider Call Center at 800-445-1638. Thank you.

Sincerely,

Provider Relations
UnitedHealthcare Community Plan