ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

ALTCS Services & Benefits

What is ALTCS?

The Arizona Long Term Care System (ALTCS) is the State of Arizona's Medicaid program that provides long term care services, at little or no cost, to financially and medically eligible Arizona residents who have an age related and/or physical disability requiring nursing facility level care or have a developmental disability requiring skilled level of care. The application process takes about 45 days. An applicant may designate a trusted person to assist with the ALTCS application. Make sure to include an accurate contact number and that the trusted person you name can be available to receive communication during the business day. To start an application, you may use the ALTCS online portal in Health-e-Arizona Plus or call ALTCS toll-free at (888) 621-6880.

In addition to AHCCCS covered services, ALTCS services may include:

- Institutional care in a nursing facility;
- Home and Community Based Services, combining out-patient and in-home care;
- Medical services such as doctor's office visits and prescriptions (prescription coverage is limited for people with Medicare);
- Behavioral health services;
- Preventative and well-care services for children, and
- Hospice services

Do I have to already be in a nursing home to be eligible for ALTCS?

No. You may live in your own home, an AHCCCS certified nursing facility or an assisted living facility.

Will I still receive the same behavioral health services if I switch from a Regional Behavioral Health Agreement (RBHA) to an ALTCS plan?

Yes. All behavioral health services that are covered by a RBHA plan are also covered within the ALTCS program.

Do I have to change doctors if I'm on ALTCS?

Ask your doctor if they contract with an AHCCCS ALTCS health plan. If your doctor is not contracted with the ALTCS plan of your choice, you may have to change doctors. Many of the doctors that are contracted with our RBHA and AHCCCS Complete Care (ACC) plans are also contracted with our ALTCS plans. It is always a good idea to talk to your doctor before making changes in your health care. Most health plans have a website for members and prospective members to search for contracted doctors by name and/or address.

How do I know if I'm eligible for ALTCS?

Each AHCCCS program has its own requirements. Persons eligible for one program may not be eligible for another. ALTCS has financial and medical eligibility requirements.

How do I prepare for the medical evaluation?

Once you have been determined financially eligible, AHCCCS will evaluate for medical eligibility through an interview. The interview is conducted by a registered nurse or a social worker. This interview is not a medical examination and will be conducted in your own home.

Tips to prepare for the eligibility review:

- Make a list of all your medical providers, including physicians and specialists, who can provide medical records to AHCCCS. These records must include a written diagnosis of a non-psychiatric medical condition or developmental disability. If available provide copies of medical records already requested.
- Have copies of legal documents such as Powers of Attorney, Guardianship, etc.
- Bring a family member or responsible party to the interview who can speak to any difficulties in daily living you may experience as a result of your medical diagnosis. This person could be your case manager or other in-home supports.
- Have a list of everyday activities focusing on your needs or on what you need help doing, such as feeding yourself, bathing, toileting and other daily needs. This can also include unsafe behaviors which may put you in danger without proper support (e.g. getting disoriented and lost, not using a walker or cane, forgetting to take medication, etc.).

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.