

A Single Case Agreement (SCA) is an agreement between the health plan (insurance company) and an out-of-network provider (doctor or specialist) to provide services, typically to one member. These agreements can be used to deliver medically necessary covered services to a Medicaid member if those services are not available within the member's health plan network. The agreement includes details on how long the service will be provided to the member. Once a SCA is completed services will begin as agreed upon. An SCA will last for as long as the service is unavailable within the health plan's provider network.



When Would A Single Case Agreement be Needed?

Some examples of when an SCA may be considered:

- The service is not available in the health plan's network;
- A member has recently changed health plans and is in need of ongoing treatment with a specific provider that is out-of-network with their new health plan;
- A member is living in a nursing care facility, has been recently approved for Arizona Long Term Care Services (ALTCS), and the facility is not contracted with ALTCS.
- The member's health plan and health care provider are developing a contract.

How to Request a Single Case Agreement?

Contact member services at the health plan to start the process of an SCA. Single Case Agreements can sometimes take an extended period of time for the health plan and the provider to agree upon the request. Keep in mind, not all providers will agree to an SCA. Expect this delay and consider creating a treatment plan with the provider in advance. Having a treatment plan ready to go can help ensure a smooth start.

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.