

- Q1: [Why is AHCCCS awarding new ALTCS-EPD contracts?](#)
- Q2: [Which health plans will cover ALTCS-EPD services starting 10/1/25?](#)
- Q3: [Does the settlement impact current ALTCS-EPD contracts?](#)
- Q4: [What health plans will be responsible for providing services under the settlement agreement?](#)
- Q5: [How will AHCCCS notify members about these changes?](#)
- Q6: [Can members choose which health plan they're assigned to?](#)
- Q7: [How will AHCCCS ensure the health plans are ready?](#)
- Q8: [Does this change affect other health plan contracts that serve other member populations?](#)
- Q9: [Who do I contact with questions about how this impacts me?](#)

Q1: Why is AHCCCS awarding new ALTCS-EPD contracts?

- A1: Arizona State Statute requires that AHCCCS issue a Request for Proposal and procure health care services for its members on a regular basis. AHCCCS' award of contracts for the ALTCS Elderly and/or Physically Disabled (ALTCS-EPD) services was intended to go-live on 10/1/24; however, the award was appealed and the existing contracts were extended through 9/30/25. A settlement agreement has now been reached that allows for the transition to new contracts.

Q2: Which health plans will cover ALTCS-EPD services starting 10/1/2025?

- A2: Arizona Physicians IPA, Inc. (dba UnitedHealthcare Community Plan), Banner-University Care Advantage (dba Banner-University Family Care), Mercy Care, and Bridgeway Health Solutions of Arizona, Inc. (dba Arizona Complete Health-Long Term Care) successor by internal merger to Health Net Access, Inc., were awarded contracts to provide ALTCS-EPD services starting October 1, 2025.

Q3: Does the settlement impact current ALTCS-EPD contracts?

- A3: The current ALTCS-EPD contracts will expire September 30, 2025.

Q4: What health plans will be responsible for providing services under the settlement agreement?

- A4: The Settlement Agreement allows the following ALTCS-EPD health plans to be available for member choice, based upon the following Geographic Service Areas (GSAs):

GSA	Counties	ALTCS-EPD Health Plans
Central	Maricopa, Gila, Pinal (excluding Zip codes 85542, 85192, 85550)	UnitedHealthcare Community Plan Arizona Complete Health-Long Term Care Banner-University Family Care Mercy Care
North	Apache, Coconino, Mohave, Navajo, Yavapai	UnitedHealthcare Community Plan, Arizona Complete Health-Long Term Care
South	Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz,	UnitedHealthcare Community Plan Arizona Complete Health-Long Term Care

	Yuma, Zip codes 85542, 85192, 85550	Banner-University Family Care <i>Mercy Care (Pima County only)</i>
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Q5: How will AHCCCS notify members about these changes?

A5: In the coming months, members will receive communication from AHCCCS regarding these changes, including enrollment notices notifying members of any changes to their assigned health plan as of 10/1/2025. The enrollment notices will also provide information regarding the transition and choice of available health plans. AHCCCS will prioritize reviewing members' use of services in order to maintain continuity of care with their current providers to the extent possible.

Q6: Can members choose which health plan they're assigned to?

A6: Members will be offered a choice of health plans.

Q7: How will AHCCCS ensure the health plans are ready?

A7: AHCCCS conducts a comprehensive series of activities to assess the health plans' operational readiness to ensure delivery of services, including review of provider network capacity, health care operations and administration, financial management, member and provider communication, and continuity of member care.

Q8: Does this change affect other health plan contracts that serve other member populations?

A8: Only AHCCCS members in the ALTCS-Elderly and/or Physically Disabled (EPD) program will be affected by this contract change. There will be no changes for AHCCCS members in the ALTCS-Developmentally Disabled (ALTCS-DD) program, nor for members served by AHCCCS Complete Care (ACC) or the ACC-Regional Behavioral Health Agreement (RBHA) programs.

Q9: Who do I contact with questions about how this impacts me?

A9: Questions regarding the ALTCS-EPD transition can be sent to: MCOTransitions@azahcccs.gov