



## 433 – MEMBER IDENTIFICATION CARDS

Effective Date: 11/01/12, 10/01/13

Revision Date: 10/11/13

Staff responsible for policy: DHCM Operations

### I. Purpose

This policy establishes the responsibilities, guidelines and restrictions for producing and distributing Member Identification Cards for Acute Care, Arizona Long Term Care (ALTCS/EPD) services Contractors, and the Children’s Rehabilitative Services (CRS) Contractor for members served under the Fully Integrated and Partially Integrated-Acute category types.

### II. Definitions

**834 Enrollment Transaction File**

A nightly transaction file provided by AHCCCS to its Contractors. The file identifies newly-enrolled members and changes to existing members.

**Business Day**

For the purposes of this policy, a business day is considered to extend from 7:00 am in the morning to 7:00 am the following morning. If the next day is a weekend or a holiday, then the ending timeframe is extended to 7:00 am in the morning of the day following the weekend or holiday.

**Card Holder**

A printed sheet enclosing the Member Identification Card used during the mailing to the member.

**CRS Fully Integrated Members**

Members receiving all services from the CRS Contractor including acute health, behavioral health and CRS-related services.

**CRS Partially-Integrated – Acute Members**

American Indian members receiving all acute health and CRS-related services from the CRS Contractor and receiving behavioral health services from a Tribal RBHA.



<b>Geographic Service Area (GSA)</b>	An area designated by AHCCCS within which a Contractor of record provides directly, or through subcontract, covered health care service to a member enrolled with that Contractor of record, as defined in 9 A.A.C. 22, Article 1.
<b>Member Identification Card</b>	A Contractor-specific identification card that meets the formatting requirements outlined in this policy and issued by the Responsible Contractor to each member. The card is used by the member when presenting for services.
<b>Responsible Contractor</b>	Where there is more than one AHCCCS Contractor providing services to a member, the Responsible Contractor is the Contractor responsible for providing for a member's acute care needs.

### III. Policy

#### A. General

The Responsible Contractor must produce and distribute Member Identification cards to all members assigned to the Contractor. Moreover, the Responsible Contractor must produce and distribute cards to newly-enrolled members, and have a process for producing and distributing replacement Member Identification Cards to all of the Contractors' enrolled members. The cards must meet the formatting, timeliness and prior approval guidelines outlined in this policy.

#### B. Responsibility for Producing Member Identification Cards

Where a member is served by more than one AHCCCS Contractor, the Responsible Contractor shall be the Contractor responsible for providing for the member's acute care needs.

#### C. Format of ID Cards

Member Identification cards must meet the following formatting standards.

1. The front of the card must contain an AHCCCS logo, and be no smaller than .56" by .44"
2. The front of the card must include the following text in the Arial font no smaller than 11 points:



Arizona Health Care  
Cost Containment System

3. The front of the card must include the following text in the Arial font no smaller than 9 points:

Member Identification Card

4. The front of the card must also include the following minimum identification information in the Arial font no smaller than 8 points:

Member Name: Paul S Patient  
AHCCCS ID # A12345678 001

5. The front of the card must include the follow text in the Arial font no smaller than 8 points:

Health Plan Name: <Insert Health Plan Name>  
<Plan short name> Phone: <Plan phone number>

6. The front of the card must include the following text in the Arial font no smaller than 8 points:

Behavioral Health Services Phone: <T/RBHA Member Services phone number>

7. The back of the card must include the following text in the Arial font no smaller than 7 points:

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify benefits visit <insert appropriate website address>.

8. The remaining back of the card may include additional information identified as appropriate by your plan, subject to AHCCCS approval. Possible items could include your logo, contact information for contracted hospitals, or after hours clinics.
9. The card holder or an insert included in the card's mailing to the member if a card holder is not used, must contain the following text:

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its on-line verification tool that providers use to verify your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division



(MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.

#### **D. Card Distribution Timeliness**

1. Responsible Contractors must identify new members needing Member Identification Cards through the daily 834 Transaction Files provided each night by AHCCCS.
2. Members newly enrolled with the Responsible Contractor must receive their Member Identification cards in a timely fashion. Each Contractor has two business days starting from the business day following AHCCCS making the 834 Transaction File available to the Contractor to produce and mail a new Member Identification Card.
3. Responsible Contractors must have a process where members can contact the Contractor for a replacement Member Identification Card.
4. In the case where a member contacts a plan asking for a replacement card, the plan shall have 3 business days to produce and mail the card.
5. Responsible Contractors must also provide new Member Identification cards for each member assigned to the Contractor prior to initiating services in a GSA.
6. The Responsible Contractor must provide each assigned member with their new Member Identification Card at least two weeks prior to the commencement of services within the GSA.

#### **E. Approval of Member Identification Cards and Other Compliance Requirements**

A Member Identification Card, the card holder, and any letters or information mailed to the member with the card are considered member information as defined in the ACOM Policy 404, Member Information. As such, these materials, including any subsequent changes to these materials, must be submitted to the AHCCCS Administration for approval at least 30 days prior to dissemination. See ACOM Policy 404, Member Information for details on the approval process.

The Responsible Contractor must monitor the timeliness standards identified in this policy and ensure they are met, whether the Member Identification Cards are produced by the Contractor or by a third party.

If the Responsible Contractor employs a third party to produce or distribute Member Identification Cards, the subcontract qualifies as a Management Services Subcontract and must be evaluated and included in the Annual Subcontractor Assignment and Evaluation Report. Moreover, any changes to the subcontractor must be reported to AHCCCS as a material change to the Contractors' operations.



#### IV. References

- ALTCS Contract, Section D, Paragraph 3, Enrollment and Disenrollment
- ALTCS Contract, Section D, Paragraph 17, Member Handbook and Member Communications
- ALTCS Contract, Section D, Paragraph 29, Network Management
- Acute Care Contract, Section D, Paragraph 7, AHCCCS Member Identification Cards
- Acute Care Contract, Section D, Paragraph 18, Member Information
- Acute Care Contract, Section D, Paragraph 29, Network Management
- ACOM Policy 404, Member Information

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