

## Frequently Asked Questions

### Maricopa Health Plan and UnitedHealthcare Community Plan Have Contracted to Transfer Members of Maricopa Health Plan

**Background:** On August 24, 2016 Maricopa Integrated Health System, parent company of, Maricopa Health Plan entered into an agreement with UnitedHealthcare Community Plan to transfer all members of Maricopa Health Plan to UnitedHealthcare Community Plan. Arizona Health Care Cost Containment System (AHCCCS) has not yet approved this agreement, but the agreement is currently under review.

#### Questions and Answers

1. What should I do about this change?

An initial member communication letter was sent out on October 7, 2016 to inform you that Maricopa Health Plan has entered into an agreement with UnitedHealthcare Community Plan to serve as your Medicaid health plan in the future. Since AHCCCS has not yet approved this agreement, you don't need to do anything now. Once AHCCCS makes a final decision, Maricopa Health Plan will send you another letter. That letter will tell you of AHCCCS' final decision and explain what it means to you.

2. If this agreement is approved what will happen to my health coverage?

You will have a chance to select a new health plan. The exact time frame for open enrollment is not yet known, but you will get notification as soon as details are available. Members who do not select a different health plan will automatically be transferred to UnitedHealthcare Community Plan.

3. Why is my health plan changing from Maricopa Health Plan to UnitedHealthcare Community Plan?

Maricopa Health Plan made a decision to stop offering its health plan, and selected another AHCCCS plan to transition its members to so your health coverage would not be affected. UnitedHealthcare Community Plan was the plan granted the membership of Maricopa Health Plan.

4. Will my health plan benefits change due to the transfer?

No, AHCCCS requires that all of its plans provide the same covered services to its members. Maricopa Health Plan will transfer your medical information to your new health plan. We are going to make sure that your new plan is aware of your special health care needs and medications you are taking.

5. Will my health care providers stay the same?

UnitedHealthcare Community Plan and Maricopa Health Plan have worked together very closely to make sure your provider does not change. For the most part, you will have access to the same doctors and facilities. However, there could be instances where you may need to see a new provider. If a member does need a change, they will be notified before the transfer date.

6. Should my Maricopa Health Plan provider expect changes working with UnitedHealthcare Community Plan?

Many Maricopa Health Plan providers already have a long-standing working relationship with UnitedHealthcare Community Plan. It is expected that Maricopa Health Plan providers will not experience differences in working with UnitedHealthcare Community Plan from their experience prior to the transition.

7. When will I get a new ID card?

You will receive a new ID card within 12 business days of the formal transition date to UnitedHealthcare Community Plan.