

PROVIDER CALL CENTER TALKING POINTS

Contract Award Maricopa Health Plan Members Transitioning to UnitedHealthcare Community Plan of Arizona (UHCCP)

Background: On August 24, 2016, Maricopa Health Plan entered into an agreement with UnitedHealthcare Community Plan (UHCCP) 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.

1. WHY IS THIS TRANSITIONING HAPPENING?

The Maricopa Health Plan (MHP) through its parent Maricopa Integrated Health System (MIHS) issued a Request for Proposal (RFP) to solicit bids for the potential sale of its Medicaid contract. Maricopa Integrated Health System made a decision to award the bid to UnitedHealthcare Community Plan resulting in the transition of the Maricopa Health Plan membership.

2. HOW WILL THIS AFFECT MARICOPA HEALTH PLAN AND MARICOPA CARE ADVANTAGE MEMBERS?

[Effective date to be approved by AHCCCS] Maricopa Health Plan will end. Members will have a chance to pick an AHCCCS plan during an open enrollment period prior to the transfer date.

Effective December 31, 2016, Maricopa Care Advantage Dual Eligible Special Needs Plan will end. Members will have the options to join another Medicare health plan or change to Original Medicare.

3. WILL MHP MEMBERS NO LONGER HAVE ACCESS TO THEIR DOCTORS?

MHP and UHCCP goal is to keep as many members assigned to their current health care providers as possible. However, there could be instances where a member may need to see a new provider.

4. HOW WILL THIS IMPACT THE MEMBER'S BENEFITS?

There will be no change in the member's health benefits. AHCCCS requires that all of its plans provide the same covered services to its members.

5. HOW WILL THIS AFFECT BILLING AND PAYMENT?

University of Arizona Health Plans, on behalf of MHP, will continue to process claims for covered services in accordance to the "Billing and Reporting Requirements" outlined in your specific provider contract for services provided prior to the above mentioned transition.

6. WHEN WILL THE MEMBERSHIP BE TRANSITIONED FROM MHP TO UHCCP?

The transaction is subject to regulatory approvals and other customary closing conditions. MHP members will be transitioned based upon the effective date in the regulatory (AHCCCS) approval when finalized. More information will be provided when it becomes available.

7. WHEN WILL CURRENT MHP MEMBERS RECEIVE INFORMATION ON THE TRANSITION?

Members received notification in October of the pending change. They will receive further notifications as more information is available.

8. WHEN WILL MEMBERS GET THEIR ID CARDS?

Members will receive new ID cards within 12 business days of the formal transition date to UHCCP.

9. WILL ALL MEMBERS BE AUTOMATICALLY MOVED TO UHCCP?

No, AHCCCS will give MHP members a choice about transitioning to UHCCP or choosing another AHCCCS health plan. For MCA members, they will have two options, members can join another Medicare health plan or change to original Medicare. Members can call 1-800-MEDICARE (1-800-633-4227) for help on how to choose a new plan.