



## Provider Frequently Asked Questions

### Proposed Contract to Transfer Members of Maricopa Health Plan to UnitedHealthcare Community Plan

**Background note to rep:** UnitedHealthcare Community Plan and Maricopa Integrated Health System, parent company of, Maricopa Health Plan have entered into an agreement to transfer members of Maricopa Health Plan to UnitedHealthcare Community Plan. Maricopa Health Plan notified its providers of this proposed change with a letter on October 11, 2016. This agreement is under review by AHCCCS and not yet approved.

#### Questions and Answers

1. What should I do about this change?

This agreement has not been approved by AHCCCS yet. There is nothing you need to do at this time. More information will be provided when it becomes available.

2. Why is MHP selling this business?

Maricopa Health Plan made a decision to stop offering its health plan. UnitedHealthcare Community Plan was awarded the membership of Maricopa Health Plan through a competitive bid process.

3. What impact will this change have on my practice?

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.

4. Will MHP members remain with their service providers?

UnitedHealthcare and Maricopa Health Plan have worked together very closely to make sure MHP members do not have to change provider. For the most part, MHP members will have access to the same doctors and facilities. However, there could be some members who may need to select a new provider. If a member does need a change, they will be notified before the transfer date.

Members will have a change in some of their service providers, per the following:

- Dental services will change from DentaQuest to Optum Dental. Please note that members may continue to see their same dental provider if that provider is contracted through Optum Dental.
- Pharmacy services will change from MedImpact to Optum Pharmacy. Please note that a member may continue to get prescriptions filled at their current pharmacy as long as it is part of the Optum Pharmacy. For example a member

can continue to get prescriptions filled at Walgreens despite the change in pharmacy vendor.

- Transportation services will change from Veyo to MTBA. UnitedHealthcare Community Plan and MTBA will notify transitioning members of new transportation contact information and the process for scheduling transport. Transport for high risk members will be set up in advance.
- Vision services will remain the same under Nationwide.

5. If this contract is approved what will happen to MHP member's health coverage?

Members will have a chance to pick a different AHCCCS plan during an open enrollment period, prior to the transfer date. The exact time frame for open enrollment is not yet known, but members will get notification as soon as details are available. Members of Maricopa Health Plan who do not select a different health plan will be automatically transferred to UnitedHealthcare Community Plan.

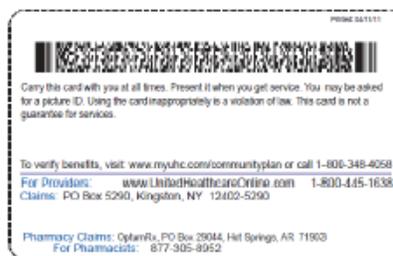
6. Will MHP member's health plan benefits change due to the transfer?

No, AHCCCS requires that all of its plans provide the same covered services to its members. UnitedHealthcare does offer some unique programs to encourage its members to get health care. Programs like Baby Blocks, a reward program for pregnant mothers and their babies is an example of some additional programs MHP members may have available to them with UnitedHealthcare Community Plan.

7. Will MHP members receive new Member ID cards?

Yes, MHP members transitioning to UHCCP will be issued the standard Acute Medicaid member ID cards. You will be sent a new ID card within 12 business days of the formal transition date to UnitedHealthcare Community Plan

### AHCCCS/Medicaid, DD ID Cards



#### 1 2 Program Identifiers

- Medicaid
- DD



8. Where do I submit claims for transitioning MHP members?

Claims for services rendered prior to the transition date should be sent to MHP. Once MHP member's transition to UHCCP, claims for services rendered after the transition date will be sent to the same claims address used for UHCCP members.

9. What products are being offered by UHCCP?

UHCCP will offer the following products to members transitioning from MHP:

AHCCCS/Medicaid: Serving traditional Medicaid and CHIP members since AHCCCS began contracting with managed care organizations to serve their Medicaid members in 1982. We serve members in 13 of 15 counties.

Medicare Dual SNP: UnitedHealthcare Dual Complete is for Medicaid members who are also covered by Medicare Parts A & B. This Special Needs Plan (SNP) offers more benefits than Original Medicare. We serve members in 14 of 15 counties.

MHP Medicare members who are members of the Maricopa Care Advantage Medicare Advantage D-SNP program will need to go through a licensed broker/agent to enroll in a new Medicare plan, including the one offered under UHCCP.