



## MEMBER FREQUENTLY ASKED QUESTIONS

### Proposed Agreement to Transfer Phoenix Health Plan Members to Care1st

**Background:** Wellcare, parent company of Care1st and Tenet, parent company of Phoenix Health Plan (PHP) have entered into an agreement to transfer members of PHP to Care1st. PHP notified its providers of this proposed change with a communication dated **January xx, 2017**. Members will transition to Care1st effective May 1, 2017.

#### Questions and Answers

1. What should I do about this change?

There is nothing you need to do at this time to remain with Care1st. AHCCCS sent out a letter to all members about this change including information about your options

2. What will happen to my health coverage?

Members will have a chance to pick a different AHCCCS plan during an open enrollment period. Members who do not select a different AHCCCS plan will automatically be transferred to Care1st.

3. When is open enrollment?

Open enrollment is from February 1, 2017 through March 31, 2017. Members will have until March 31, 2017 to change health plans. If you do nothing, you will be transferred to Care1st.

4. Why is my health plan changing from PHP to Care1st?

PHP made a decision to stop offering a health plan and to select an AHCCCS plan to transition its members to in a competitive bid process. Care1st was the successful plan awarded the membership of PHP.

5. 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. (Note to MSRs: Direct caller to [care1st.com/az](http://care1st.com/az) to review Member Handbook or Provider Directory.)

6. Will my health care providers stay the same?

Care1st and PHP are working closely together to avoid a change in your provider. For the most part, you will have access to the same doctors and facilities. However, there could be some members who may need to select a new provider. Should this happen you will be notified in writing.

You will be sent a new ID card within 12 business days of May 1, 2017. Your new ID card will have your primary care physician's (PCP) information on it. Is there a provider I can look up for you to tell you if he/she is in our plan? (Note to MSRs: Search for provider. Inform member some providers may still be in the process of contracting so if he/she is not currently in network, try calling later.)

7. Should my PHP provider expect changes working with Care1st?

Many PHP providers already have a long-standing working relationship with Care1st. It is expected PHP providers will not experience differences in working with Care1st from their experience prior to the transition.

**PROVIDER FREQUENTLY ASKED QUESTIONS**

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8. If my provider obtained a prior authorization from PHP prior to the transition must they request a new prior authorization from Care1st?

PHP will share valid, open authorizations with Care1st and Care1st will honor these prior authorizations through the expiration date or 90 days after May 1, 2017, whichever comes first.