

AHCCCS CONTRACTOR CASE MANAGEMENT CASELOAD RATIO GEOGRAPHIES GUIDE

AHCCCS has developed the following Guide to address the variance in time and workload requirements placed on Contractor case managers to adequately plan and coordinate services to meet the needs of members residing in communities in various areas of the state. **Zones** have been developed throughout the State that encompass specific areas for the purpose of service planning and coordination. These Zones are based on multiple considerations including but not limited to: area population density, distance/travel time to the nearest metropolitan area, proximity to comprehensive medical services, and available support services in the area.

For the purposes of ALTCS E/PD Contractor Case Management caseload ratios, the following Zones and adjustments shall apply, as outlined in the YH27-0001 Contract, Section D, Paragraph 17, Case Management.

The table below indicates zone designations and corresponding adjustments for each area.

County	Zone 1 Areas below shall not be subject to adjustment	Zone 2 Areas below shall be subject to the contracted adjustment for Zone 2	Zone 3 Areas below shall be subject to the contracted adjustment for Zone 3
Apache	NA	NA	All areas of county
Cochise	NA	NA	All areas of county
Coconino	NA	Zip codes: 86001, 86002, 86004, 86005, 86011, 86015, 86017, 86018, 86040	All areas of county not identified in Zone 2
Gila	NA	All areas of county	NA
Graham	NA	NA	All areas of county
Greenlee	NA	NA	All areas of county
LaPaz	NA	NA	All areas of county
Maricopa	All areas of county not identified in Zones 2 or 3	Zip codes: 85087, 85263, 85264, 85358, 85361, 85390	Zip Codes: 85320, 85342, 85337, 85354, 85322, 85343, 85190
Mohave	NA	Zip code: 86402	All areas of county not identified in Zone 2
Navajo	NA	Zip codes: 85901, 85929, 85935, 86047	All areas of county not identified in Zone 2
Pima	All areas of county not identified in Zones 2 or 3	Zip codes: 85614, 85622, 85735, 85736	Zip codes: 85321, 85341, 85601, 85633, 85634, 85639, 85645
Pinal	NA	All areas of county	NA
Santa Cruz	NA	NA	All areas of county
Yavapai	NA	Zip codes: 86301, 86303, 86313, 86314	All areas of county not identified in Zone 2
Yuma	NA	Zip codes: 85350, 85364, 85365, 85366, 85367, 85369	All areas of county not identified in Zone 2