| **For consistency in the information provided to members, the Contractor is required to utilize the AHCCCS-developed definitions for managed care terminology [42 CFR 457.1207, 42 CFR 438.10(c)(i)].** |
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| 1. **Appeal**: To ask for review of a decision that denies or limits a service. |
| 1. **Copayment**: Money a member is asked to pay for a covered health service, when the service is given. |
| 1. **Durable Medical Equipment**: Equipment and supplies ordered by a health care provider for a medical reason for repeated use. |
| 1. **Emergency Medical Condition**: An illness, injury, symptom, or condition (including severe pain) that a reasonable person could expect that not getting medical attention right away would: 2. Put the person’s health in danger; or 3. Put a pregnant woman’s baby in danger; or 4. Cause serious damage to bodily functions; or 5. Cause serious damage to any body organ or body part. |
| 1. **Emergency Medical Transportation:** See EMERGENCY AMBULANCE SERVICES   **Emergency Ambulance Services**: **Transportation by an ambulance for an emergency condition.** |
| 1. **Emergency Room Care**: Care you get in an emergency room. |
| 1. **Emergency Services**: Services to treat an emergency condition. |
| 1. **Excluded Services**: See EXCLUDED   **Excluded**: Services that AHCCCS does not cover. Examples are services that are:  * Above a limit, * Experimental, or * Not medically needed. |
| 1. **Grievance**: A complaint that the member communicates to their health plan. It does not include a complaint for a health plan’s decision to deny or limit a request for services. |
| 1. **Habilitation Services and Devices**: See HABILITATION  **Habilitation**: Services that help a person get and keep skills and functioning for daily living. |
| 1. **Health Insurance**: Coverage of costs for health care services. |
| 1. **Home Health Care**: SEE HOME HEALTH SERVICES   **Home Health Services**: Nursing, home health aide, and therapy services; and medical supplies, equipment, and appliances a member receives at home based on a doctor’s order. Show More... |
| 1. **Hospice Services**: Comfort and support services for a member deemed by a Physician to be in the last stages (six months or less) of life. |
| 1. **Hospital Outpatient Care**: Care in a hospital that usually does not require an overnight stay. |
| 1. **Hospitalization**: Being admitted to or staying in a hospital. |
| 1. **Medically Necessary**: A service given by a doctor, or licensed health practitioner that helps with health problems, stops disease, disability, or extends life. |
| 1. **Network**: Physicians, health care providers, suppliers and hospitals that contract with a health plan to give care to members. |
| 1. **Non-Participating Provider**: See OUT OF NETWORK PROVIDER   **Out of Network Provider**: A health care provider that has a provider agreement with AHCCCS but does not have a contract with your health plan. You may be responsible for the cost of care for out-of-network providers. |
| 1. **Participating Provider**: See IN-NETWORK PROVIDER   **In-Network Provider**: A health care provider that has a contract with your health plan. |
| 1. **Physician Services**: Health care services given by a licensed physician. |
| 1. **Plan**: See SERVICE PLAN  **Service Plan**: A written description of covered health services, and other supports which may include:  * Individual goals; * Family support services; * Care coordination; and * Plans to help the member better their quality of life. |
| 1. **Preauthorization**: See PRIOR AUTHORIZATION  **Prior Authorization**: Approval from a health plan that may be required before you get a service. This is not a promise that the health plan will cover the cost of the service. |
| 1. **Premium**: The monthly amount that a member pays for health insurance. A member may have other costs for care including a deductible, copayments, and coinsurance. |
| 1. **Prescription Drug Coverage**: Prescription drugs and medications paid for by your health plan. |
| 1. **Prescription Drugs**: Medications ordered by a health care professional and given by a pharmacist. |
| 1. **Primary Care Physician**: A doctor who is responsible for managing and treating the member’s health. |
| 1. **Primary Care Provider (PCP)**: A person who is responsible for the management of the member’s health care. A PCP may be a:  * Person licensed as an allopathic or osteopathic physician, or * Practitioner defined as a physician assistant licensed or * Certified nurse practitioner. |
| 1. **Provider**: A person or group who has an agreement with AHCCCS to provide services to AHCCCS members. |
| 1. **Rehabilitation Services and Devices**: See REHABILITATION  **Rehabilitation**: Services that help a person restore and keep skills and functioning for daily living that have been lost or impaired. |
| 1. **Skilled Nursing Care**: Skilled services provided in your home or in a nursing home by licensed nurses or therapists. |
| 1. **Specialist**: A doctor who practices a specific area of medicine or focuses on a group of patients. |
| 1. **Urgent Care**: Care for an illness, injury, or condition serious enough to seek immediate care, but not serious enough to require emergency room care. |