

## 1620-M CONTRACTOR CHANGE STANDARD

EFFECTIVE DATES: 02/14/96, 03/01/13, 06/13/18, 08/15/25

APPROVAL DATES: 10/01/04, 02/01/05, 09/01/05, 10/01/07, 07/01/08, 01/01/11, 05/01/12,  
01/01/16, 08/14/18, 06/04/25

### I. PURPOSE

This Policy applies to ALTCSE/PD, DES DDD (DDD) Contractors, and Fee-For-Services (FFS) Tribal ALTCS Programs. This Policy establishes requirements for transfer of members between Contractors. Where this Policy references ALTCS requirements the provisions apply to ALTCS E/PD, DES DDD, and Tribal ALTCS unless otherwise specified.

### II. DEFINITIONS

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in this Policy.

**ARIZONA LONG TERM CARE  
SYSTEM ELDERLY AND/OR  
PHYSICAL DISABILITIES  
(ALTCS E/PD)**

An AHCCCS program which delivers long-term, acute, behavioral health and Case Management services as authorized by ARS 36-2931 et seq., to eligible members who are either Elderly and/or have Physical Disabilities (E/PD).

**ARIZONA LONG TERM CARE  
SYSTEM ELDERLY AND/OR  
PHYSICAL DISABILITIES  
(ALTCS E/PD) CONTRACTOR**

ALTCS E/PD Contractors refers to all Contractors including Tribal ALTCS Programs but does not include Arizona Department of Economic Security Division of Developmental Disabilities (DES DDD).

### III. POLICY

The members may be transferred between ALTCS Contractors or between an ALTCS Contractor and DDD. The transfers between ALTCS Contractors occur for various reasons including as a result of the member moving out of one Contractor's service area into another's, Annual Enrollment Choice (AEC), and for other circumstances as requested by the member/Health Care Decision Maker (HCDM)/Designated Representative (DR).

The transfers between an ALTCS Contractor and DDD are the result of a change in DDD eligibility, as determined by DDD. The service area of DDD includes the entire State. When a DDD eligible member moves from one area of the State to another, a change of Contractors does not occur; however, there is a change of DDD ALTCS Case Manager.

**A. MEMBER TRANSFER REQUIREMENTS**

1. The ALTCS Case Manager is responsible for the discharge planning and transition of members transferred to another Contractor. Refer to AMPM Policy 520 regarding member transitions for further information on standards set forth for the transition of ALTCS members.
2. A change of ALTCS Contractor due to member movement to another service area or member choice, where multiple Contractors are available, may be initiated by:
  - a. The ALTCS member/HCDM/DR,
  - b. The current Contractor, or
  - c. AHCCCS.
3. The ALTCS Case Manager is responsible for initiating action when the request is made by the member/HCDM/DR. The ALTCS Case Managers shall not assume that a change of Contractor is automatic and shall communicate clearly to the member/HCDM/DR that the request for a change of Contractor is not automatic.
4. The ALTCS Case Managers are responsible for explaining that there may be service limitations and exclusions when the member moves into another Contractor's service area.

Refer to ACOM Policy 403 for more information on these conditions and changes of Contractor (does not include Tribal ALTCS Programs).

5. For transfers within or into Maricopa County or Pima County, the ALTCS member/HCDM/DR shall make a choice of Contractors before any change can be processed. The member/HCDM/DR will be given a choice of Contractors by the local ALTCS office upon notice (from either the member/HCDM/DR or the ALTCS Case Manager) that the member intends to move or has moved to Maricopa County or Pima County.
6. The Tribal members are considered to have on-tribal land status even when they are admitted to a Nursing Facility (NF) or alternative residential setting within a Contractor area of service off the tribal land. The Tribal members who move to their own home or Home and Community Based Services (HCBS) settings off tribal land will be transitioned to the Contractor serving that area.
7. The Case Managers shall discuss the potential transfer of a member with the Transition Coordinator or ALTCS Case Manager of the potential receiving Contractor to ascertain availability of services in that area. This information will assist the member/HCDM/DR with planning. A list of current Transition Coordinators for the Contractors is available from AHCCCS.

8. The Contractor shall complete a Contractor Change Request Form (AMPM Exhibit 1620-8) to notify AHCCCS of all member's transfers. In some cases, as noted below, the transfer shall first require the receiving Contractor's agreement to accept enrollment of the member, refer to AMPM Exhibit 1620-9 Enrollment Transition Information (ETI) Form. In other cases, because of a change in the County of fiscal responsibility or tribal land status, the relinquishing and receiving Contractors only need to agree on the effective date of the transfer that will occur:
  - a. The ALTCS members who move from any setting to an HCBS or their own home in another Contractor's service area will have a change of fiscal County and therefore Contractor. The relinquishing and receiving Contractor shall agree to the effective date of transfer,
  - b. The members enrolled in a Tribal ALTCS Program who move from any setting type to an HCBS or their own home in another Tribal ALTCS Program's service area/ tribal land will have a change of tribal land status and therefore, change of Tribal ALTCS Program. This applies when a member enrolled in a Tribal ALTCS Program will reside on a different tribal land than where the member lived at the time of enrollment (for example, A Navajo Nation member who will now reside on the Tohono O'Odham tribal Land in their "own home" shall be enrolled with Tohono O'Odham Nation). The relinquishing and receiving Tribal ALTCS Programs shall agree to the effective date of transfer,
  - c. The American Indian ALTCS members who are enrolled with an ALTCS Contractor who move to an HCBS or their own home on tribal land will have a change of tribal land status and therefore, will be enrolled with the Tribal ALTCS Program responsible for Case Managing that tribal land. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - d. The Tribal ALTCS members who move from a Tribal ALTCS Program's tribal land /service area (HCBS or institutional setting) to an HCBS or their own home off- tribal land within an ALTCS Contractor's area of service shall have a change of tribal land status and therefore Contractor. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - e. The transfers of ALTCS members who move from any setting to an institutional or alternative residential setting in another ALTCS E/PD Contractor's service area shall require the receiving Contractor to agree to the transfer. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - f. The transfers of ALTCS members in Maricopa County, for whom medical continuity of care is cited by the member's Primary Care Provider (PCP) as the reason for a change of Contractors, shall be reviewed and approved by the Medical Directors of both Contractors before the relinquishing Contractor can submit the Contractor Change Request Form (AMPM Exhibit 1620-8). The relinquishing and receiving Contractors shall agree to the effective date of transfer, and
  - g. The transfers of ALTCS members who are minor children that are moved/placed out of the service area where their parents reside to another service area shall require the receiving Contractor to agree to the transfer. The relinquishing and receiving Contractors shall agree to the effective date of transfer.

9. The DDD shall notify AHCCCS [via electronic Member Change Report (eMCR)] if a DDD member no longer meets the DDD eligibility criteria. AHCCCS shall complete a Pre-Admission Screening (PAS) assessment to determine if the member meets ALTCS eligibility criteria as an ALTCS member. If the member is determined to be ALTCS eligible, DDD shall coordinate the transition to an ALTCS Contractor through the Contractor Change Request Form (AMPM Exhibit 1620-8). Both relinquishing and receiving Contractors shall agree to the effective date of transfer.
10. The relinquishing ALTCS Case Manager shall provide adequate member information (case documentation and/or medical records) to the receiving Contractor to ensure continuity of care. The ALTCS Enrollment Transition Information (ETI) form (AMPM Exhibit 1620-9) is used for this purpose.
11. The potential receiving Contractor is responsible for reviewing the request and notifying the relinquishing Contractor within ten business days of the request for transfer decision.

The relinquishing Contractor shall notify the member's ALTCS Case Manager and the member/HCDM/DR within seven days of receiving decision notification from the potential receiving Contractor. The relinquishing Contractor shall arrange and pay for transporting the member, if necessary.

12. If a change of Contractor is agreed to by both Contractors, a scanned copy of the completed/signed Contractor Change Request Form (AMPM Exhibit 1620-8), shall be sent via secure email to the AHCCCS Contractor Change Request mailbox (PCCRS@azahcccs.gov).
13. If the potential receiving Contractor denies the request for enrollment change, the relinquishing Contractor may request a review by AHCCCS after both receiving and relinquishing Contractor's representatives have discussed the request and have not been able to come to agreement.

AHCCCS will notify the relinquishing Contractor of its decision. The Contractor will be responsible for informing the member/HCDM/DR of that decision.

14. Both the relinquishing and receiving Contractions are responsible for ensuring a safe transition for the member.
15. The CA161 (Placement Maintenance) and Service Plan shall be updated by the member's ALTCS Case Manager to reflect any changes in placement, services and/or Contractor enrollment dates.