

## 433 – MEMBER IDENTIFICATION CARDS

EFFECTIVE DATES: 11/01/12, 10/01/13, 10/01/14, 10/01/15, 07/01/16, 07/01/17, 10/01/18<sup>1</sup>

REVISION DATES: 10/11/13, 03/07/13, 05/09/13, 08/01/13, 01/22/14, 05/21/15, 04/01/16, 02/16/17, 04/19/18<sup>2</sup>

### I. PURPOSE

This Policy applies to ~~Acute~~ AHCCCS Complete<sup>3</sup> Care (ACC), ALTCS/EPD, ~~CRS~~<sup>4</sup>, DCS/CMDP (CMDP), DES/DDD (DDD), and RBHA Contractors. This Policy establishes requirements for Contractors and ~~their DDD acute care~~<sup>5</sup> their subcontractors regarding the development, approval and distribution of Member Identification Cards (ID Cards); ~~For These requirements apply for to ID Cards for AHCCCS members, served by AHCCCS Contractors or their subcontractors.~~

This Policy outlines the following requirements:

- ~~1. Member ID Card Program,~~
- ~~2. Responsibility for reviewing and approving the ID Card design in compliance with this Policy,~~
- ~~3. Timeframes for card distribution to members,~~
- ~~4. Oversight of distribution timeframes,~~
- ~~5. Format of AHCCCS Member ID Cards.~~<sup>6</sup>

### II. DEFINITIONS

#### **834 ENROLLMENT TRANSACTION FILE**

A nightly transaction file provided by AHCCCS to its Contractors. The file identifies newly-enrolled members and enrollment changes ~~to~~ for existing members.

#### ADMINISTRATIVE SERVICES SUBCONTRACTS (SUBCONTRACTORS)<sup>7</sup>

An agreement that delegates any of the requirements of the Contract with AHCCCS, including, but not limited to the following:

1. Claims processing, including pharmacy claims,
2. Credentialing, including those for only primary source verification (i.e. Credential Verification Organization),
3. Management Service Agreements,
4. Service Level Agreements with any Division or Subsidiary

<sup>1</sup> Date changes are effective

<sup>2</sup> Date presented at APC Meeting

<sup>3</sup> Updated to reflect new contractor

<sup>4</sup> Removed to reflect new contractor

<sup>5</sup> ~~Inclusion of “DDD acute care subcontractors” throughout policy where it speaks to just subcontractors for clarity, not to be confused with administrative subcontractor who produces ID cards.~~

<sup>6</sup> Removed; adds no value to policy

<sup>7</sup> Added definition from contract

**BEHAVIORAL HEALTH ENTITY**

of a corporate parent owner,  
5. DDD acute care subcontractors.  
The entity, which may be a Contractor or TRBHA, with which the member is enrolled/assigned for the provision of and/or coordination of <sup>8</sup>behavioral health services. Behavioral Health Entities are one of the following:

- Regional Behavioral Health Authority (RBHA)
- Tribal Regional Behavioral Health Authority (TRBHA)<sup>9</sup>A Contractor or subcontractor to which the member is assigned for the provision of Behavioral Health services. Behavioral Health Entities are one of the following:
- Acute Care Contractor for adult members dually enrolled in Medicaid and Medicare with General Mental Health and Substance Abuse needs except for members who elect a TRBHA for behavioral health services;
- Regional Behavioral Health Authority (RBHA);
- Tribal Regional Behavioral Health Authority (TRBHA);
- Children’s Rehabilitative Services (CRS) Fully Integrated;
- CRS Partially Integrated Behavioral Health, and
- ALTCS/EPD Contractors.

**BUSINESS DAY**

For the purposes of this Policy and for those Responsible Contractors issuing ID Cards as a result of an 834 Transaction file, a business day is considered to extend from 7:00 am in the morning to 7:00 am the following morning. If the next day is a weekend or a holiday, then the ending timeframe is extended to 7:00 am in the morning of the day following the weekend or holiday.

**CARD HOLDER**

For purposes of this Policy, a cardholder is the document in which the ID eCard is attached to or the sleeve in which the ID card is provided to the member.<sup>10</sup>  
A printed sheet enclosing the Member Identification Card used during the mailing to the member.

<sup>8</sup> Post APC – Added ‘and/or the coordination of’ to consider TRBHA role

<sup>9</sup> Taken from ACOM Policy 432 which is out for Tribal Consultation/Public Comment

<sup>10</sup> Updated definition for CardHolder

**GEOGRAPHIC SERVICE AREA (GSA)**

An area designated by AHCCCS within which a Contractor of record provides directly, or through subcontract, covered health care service to a member enrolled with that Contractor of record, as defined in 9 A.A.C. 22, Article 1.

**MEMBER IDENTIFICATION CARD (ID CARD)<sup>11</sup>**

A Contractor-specific identification card that meets the formatting requirements outlined in this Policy and issued by the Responsible Contractor to each member. The ID Card is used by the member when presenting for Medicaid services.

**NOTICE OF PRIVACY PRACTICES (NPPS)**

A Notice available on the AHCCCS website that describes:

1. The uses and disclosures of Protected Health Information (PHI),
2. Patient rights concerning PHI, and
3. The AHCCCS legal duties pertaining to PHI. The Health Insurance Portability and Accountability Act (HIPAA), requires covered entities, such as AHCCCS and its Contractors to provide this Notice upon an individual's member's enrollment in the plan, within 60 days of a material change to the Notice, and upon request by any person. In addition, every three years a health plan also mustshall<sup>12</sup> notify individuals-members who are covered by the plan that the Notice of Privacy Practices is available, including how to obtain the Notice.

**RESPONSIBLE CONTRACTOR (ID CARD PRODUCTION)**

The Contractor with which the member is enrolled for their physical health services. Where there is more than one AHCCCS Contractor providing services to a member, the Responsible Contractor is the AHCCCS Contractor or Programs Subcontractor responsible for providing for a member's physical health care needs.

~~**CRS FULLY INTEGRATED MEMBERS<sup>13</sup>**~~

~~Members receiving all services from the CRS Contractor including acute health, behavioral health and CRS related services.~~

~~**CRS<sup>14</sup>**~~

~~Members receiving all CRS related services from the CRS Contractor, and receiving acute health services from the primary program of enrollment and behavioral health services as defined under the CRS contract YH14 0002, Section D, paragraph 3. The primary program of enrollment will issue ID~~

<sup>11</sup> Included ID Card

<sup>12</sup> Replaced 'must' with 'shall' throughout policy for consistency

<sup>13</sup> Removed; not applicable to policy

<sup>14</sup> Removed; no longer CRS contract after 10-01-18

~~Cards for CRS Only members.~~

~~CRS PARTIALLY-  
15 INTEGRATED ACUTE  
MEMBERS~~

~~American Indian members receiving all acute health and CRS-related services from the CRS AHCCCS Complete Care Contractor and receiving behavioral health services from a Tribal RBHA.~~

~~CRS PARTIALLY-  
INTEGRATED-  
BEHAVIORAL HEALTH<sup>16</sup>~~

~~CMDP or DDD members receiving all behavioral health and CRS related services from the CRS AHCCCS Complete Care Contractor and receiving acute health services from the primary program of enrollment.~~

### III. POLICY

#### A. GENERAL

The Responsible Contractor ~~must~~shall produce and distribute ~~Member~~<sup>17</sup>-ID Cards to all members assigned to ~~them~~the Contractor. The Responsible Contractor ~~must~~shall produce and distribute ~~Member ID Cards~~ cards to newly-enrolled members, and ~~shall~~ have a process for producing and distributing replacement ~~Member ID Cards~~ to all of the Contractors' enrolled members. The ~~Member ID Cards~~ cards ~~must~~shall comply with the formatting, timeliness and prior approval guidelines outlined in this Policy and in Attachment A of this Policy.

#### B. RESPONSIBILITY FOR PRODUCING MEMBER ID CARDS

When a member is served by more than one AHCCCS Contractor, the Responsible Contractor shall be the Contractor ~~or subcontractor~~ responsible for providing ~~for~~ the member's physical health services.

~~The~~ Responsible Contractors include:

- ~~Acute AHCCCS Complete Care Contractors~~<sup>18</sup>,
- ~~ALTCS/EPD Contractors, CRS Contractors: For Fully Integrated and Partially Integrated Acute members only;~~<sup>19</sup>
- CMDP,
- RBHAs, For members diagnosed with Serious Mental Illness (SMI),
- ~~DDD aAcute cCare sSubcontractors:~~ DDD delegates responsibility for acute care services and the responsibility of producing ID Cards through subcontracts with its ~~Program~~<sup>20</sup> Subcontractors, and
- ~~ALTCS-DDD for Enrolled American Indian members who are not enrolled with an DDD -acute cCare subcontractor~~<sup>21</sup>

<sup>15</sup> ~~Removed; not applicable to policy~~

<sup>16</sup> ~~Removed; not applicable to policy~~

<sup>17</sup> ~~Updating all references to Member ID Cards to "ID Cards" throughout policy for consistency~~

<sup>18</sup> ~~Removed Contractors, redundant~~

<sup>19</sup> ~~Removed CRS Contractors, no longer applicable~~

<sup>20</sup> ~~Removing 'Program' from Subcontractors throughout policy; no longer called a program~~

Attachment A of this Policy consists of a table identifying the responsibilities and formatting requirements for AHCCCS Contractors and their ~~Program~~<sup>22-23</sup> ~~s~~Subcontractors.

### C. PROGRAM REQUIREMENTS

Responsible Contractors ~~must~~shall have in place processes to ensure all members receive appropriate ~~Member~~ID Cards in a timely manner. Refer to Attachment A to identify which of the following minimum requirements apply to a Responsible Contractor:

1. Members requiring ~~\_~~ID Cards ~~must~~shall be identified as a result of the 834 Transaction File and the ID Cards ~~must~~shall be produced and mailed ~~in a timely manner, as follows:~~

- ~~\_\_\_\_\_~~ The Responsible Contractor ~~must~~shall mail ID Cards to new members within ~~twelve (12)~~ ~~B~~business ~~D~~days from the ~~B~~business ~~D~~day following AHCCCS providing the 834 Transaction File to the Contractor.
- ~~In addition, when The Responsible Contractor shall mail ID cards for a member replacement requests a replacement ID Card, the card must~~shall be mailed within five ~~(5)~~ ~~B~~business ~~D~~days of the request.

~~1.2.~~AHCCCS Contractors ~~must~~shall ensure the timeliness standards are met. The Contractors ~~must~~shall monitor the timeliness standards in this Policy for the ID Cards it issues directly, and any issued by its ~~Program~~<sup>24</sup> ~~s~~Subcontractors.

3. If the Responsible Contractor replaces all ID Cards with a new version, each member ~~must~~shall receive their new ID Card at least two ~~(2)~~ calendar weeks prior to the effective date of the card.

~~2.4.~~When a Contractor initiates services in a new GSA, or for new Contractors initiating services in the State, AHCCCS' contract transition process will determine the timelines for issuing ID Cards.

~~3.5.A~~ Responsible Contractor, serving members dually-enrolled in Medicare and ~~AHCCCS programs~~Medicaid, may elect to issue a combined Medicare/AHCCCS ID Card. ~~T~~he format for the combined cards ~~must~~shall meet ~~the~~ Centers for Medicare and Medicaid Services (CMS) ~~Medicare Advantage P~~program<sup>25</sup> requirements for ID

<sup>21</sup> Clarified for ALTCS DDD, is for enrolled American Indian members not enrolled with sub acute contractor

<sup>22</sup> Removing 'Program' throughout policy for consistency

<sup>23</sup> Included acute care subcontractors for clarity

<sup>24</sup> Deleted 'Program'

<sup>25</sup> Added for clarity

Cards and shall be approved by AHCCCS. To obtain AHCCCS approval, the Contractor mustshall meet the minimum formatting requirements identified in Attachment A as applying to ID Cards for members dually-enrolled. For the requirement of an ID Number, the Contractor may adopt additional formatting features included in this Policy or prescribed by CMS so long as the formatting features do not conflict with this Policy's minimum requirements.

#### **D. FORMAT OF ID CARDS**

~~Member~~-ID Cards mustshall meet the format standards outlined in this Policy. Not all formatting standards apply to every Responsible Contractor, see Attachment A. The following formatting standards may apply:

1. The front of the ID Card mustshall contain the approved color or black and white version of the AHCCCS logo. The logo can-shall be no smaller than 1" long by .333" inches wide. If a larger version of the logo is used, the logo mustshall maintain a 3:1 length to height ratio. The approved logo is available from AHCCCS.
2. The Responsible Contractor mustshall not edit or alter the approved logo, except as noted above.
3. The front of the ID Card mustshall include the following text in the Arial font no smaller than 11 points :

Arizona Health Care Cost Containment System

The inclusion of "Arizona Health Care Cost Containment System" within the approved AHCCCS logo does not fulfill this requirement.

4. The front of the ID Card shall identify the member's name in the Arial font no smaller than 8 points.
5. The front of the ID Card shall include the member's AHCCCS ID number in Arial font no smaller than 8 points.

For ID Cards issued to members enrolled with CMDP, the card may use an identification number adopted by CMDP.

6. The front of the ID Card shall include the Responsible Contractor's name in Arial font no smaller than 8 points.
7. The front of the ID Card shall include the Responsible Contractor's telephone number in Arial font no smaller than 8 points.



8. The ID Card and/or Card Holder<sup>26</sup> shall include the ~~phone number~~ TTY/TDY telephone numbers for<sup>27</sup> members who are Deaf or Hard of Hearing ~~may dial for assistance~~, in Arial font no smaller than 8 points.

~~9. For members enrolled with DDD or CMDP,~~<sup>28</sup> The front of the ID Card shall include a contact telephone number for accessing services from the Behavioral Health Entity in Arial font no smaller than 8 points. The ID Card ~~must~~shall clearly identify this number as the contact for behavioral health services. If the Responsible Contractor is also the Behavioral Health Entity for the member and services are accessed through one number, a separate behavioral health services phone number is not required<sup>29</sup>.

~~9.10. The front or back of the ID Card shall include the~~ nurse Triage Telephone nNumber in Arial font no small than 8 points.<sup>30</sup>

~~10.11.~~ The back of the ID Card or the Card Hholder shall include the following text in the Arial font no smaller than 7 points:

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify benefits visit <insert appropriate website address>.

~~11.12.~~ For all Contractors except CMDP<sup>31</sup>, ~~t~~The back of the ID Card, or the Card Hholder or an insert included in the card's mailing to the member if a Card Hholder is not used, shall contain the following text font no smaller than Arial 7 points:

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its on-line verification tool that providers use to verify your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.

~~12.13.~~ The ID Card or Card Hholder may include additional information identified as appropriate, subject to the approval requirements of this Policy. Possible items could include plan logos, contact information for contracted hospitals, or after-hours clinics.

~~13.14.~~ Any new ID card mailing shall include the most recent version of the AHCCCS NPP.

<sup>26</sup> [Included and/or Card Holder for clarification; addressed parking lot issue 201](#)

<sup>27</sup> [Clarified language to match Attachment A](#)

<sup>28</sup> [Added for clarity as DDD and CMDP are allowed to have separate phone numbers](#)

<sup>29</sup> [Updated to reflect DDD and CMDP are not integrated](#)

<sup>30</sup> [Added Nurse Triage Telephone Number as it's part of contract](#)

<sup>31</sup> [Aligned with Attachment](#)

**E. APPROVAL OF MEMBER ID CARDS AND OTHER COMPLIANCE REQUIREMENTS**

An ~~Member~~-ID Card, the ~~Ceard holder~~Holder, any letters or information mailed to the member with the card, and any changes to these items mustshall be submitted to, and prior approval obtained from, the appropriate party as outlined in the program requirements section of Attachment A.

- The ~~Ceard H~~holder and any letters or information mailed to the member with the ID ~~Ceard~~ shall comply with requirements outlined in ACOM Policy 404.
- If the Responsible Contractor issues more than one version of an ID Card to its members, an example of each version mustshall be submitted for approval.

For those ID Cards requiring AHCCCS approval, the documents mustshall be submitted to the designated AHCCCS Operations and Compliance Officer as specified in Contract, ~~Section F, Attachment F3, Contractor Chart of Deliverables and RBHA Contract, Exhibit 9, Deliverables~~. In view of the fact that that this policy deals with members, a definition of who a member is should be inserted. A suggestion has been provided for the review of this group.<sup>32</sup>

DDD mustshall approve ID Cards and other member information for their subcontractors who are Responsible Contractors.

Any third party subcontracted to produce or distribute ~~Member~~-ID Cards qualifies as an Administrative Services Subcontractor. AHCCCS Contractors mustshall obtain approval prior to implementation of the Administrative Services Subcontract~~subcontract~~, ~~and include the subcontractor as outlined in ACOM Policy 438.~~ specified in Contract and outlined in ACOM Policy 438.

**ATTACHMENT A, TABLE OF REQUIREMENTS**

**SEE THE ACOM WEBPAGE FOR ATTACHMENT A OF THIS POLICY**<sup>33</sup>

<sup>32</sup> Removing titles for consistency throughout AHCCCS Manuals

<sup>33</sup> Removed reference list- applicable references are included in the policy