

## CHAPTER 31 - CHANGE OF CONTRACTOR

REVISION DATE: 5/26/2017, 4/16/2014

EFFECTIVE DATE: March 29, 2013

REFERENCES: A.R.S. § 36-2944

Pursuant to Arizona Revised Statute, the Department of Economic Security provides services either directly or through subcontract to members who have a developmental disability. The Division of Developmental Disabilities (Division) is the only AHCCCS program contractor for members who have a developmental disability.

During annual enrollment, members of the Division have the opportunity to change Acute Care Health Plans, subject to the availability of other contracted Acute Care Health Plans in their area. Members or their responsible parties must notify the Division's Member Services Unit of their wish to change Acute Care Health Plans during the annual enrollment choice period. If the member does not participate in annual enrollment choice, and the member's eligibility is maintained, the member will remain with his/her current Acute Care Health Plan.

The Division reserves the right to conduct an open enrollment, if deemed necessary, by Division Administration. Members or their responsible parties must notify the Division if they wish to change contractors during open enrollment.

Members may have extenuating circumstances that necessitate changing contractors outside of the member's annual enrollment choice. If it becomes necessary to change the Acute Care Health Plan outside of the open enrollment timeframe, the member/responsible party must contact the Division's Liaison for the current health plan or the Division's Member Services Unit.

AHCCCS Contractor Operations Manual (ACOM) Policy 402 documents and delineates the rights, obligations and responsibilities of:

- A. The member
- B. The member's current health plan
- C. The requested health plan
- D. The Division.

This includes facilitating continuity of care, quality of care, efficient and effective program operations, and in responding to administrative issues regarding member notification and errors in assignment.