



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Traylor
Director

AHCCCS ID

mm/dd/yyyy

MEMBER NAME
STREET ADDRESS
CITY, STATE, ZIP

Dear **MEMBER NAME**,

You are currently eligible for medical and long term care services through the Department of Economic Security (DES) Division of Developmental Disabilities (DDD) and the Arizona Long Term Care System (ALTCS).

Starting October 1, 2019, UnitedHealthcare Community Plan will no longer be the only health plan providing all CRS and behavioral health services to members with CRS conditions. Physical and behavioral health services as well as Children's Rehabilitative Services (CRS) services will be delivered by a single DDD Health Plan. You will have a choice of Mercy Care or UnitedHealthcare Community Plan as your DDD Health Plan. These DDD Health Plan(s) will also offer the following long term services and supports: nursing facilities, emergency alert system services and habilitative physical therapy for members age twenty-one (21) and over. The Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) will provide all other long term services and supports.

At this time, you are enrolled with a Tribal Regional Behavioral Health Authority (TRBHA) for behavioral health services, UnitedHealthcare Community Plan for your Children's Rehabilitation Services (CRS) and the American Indian Health Plan (AIHP) for your physical health services.

During open enrollment you can choose any of the following options to receive your services:

1. You can stay with AIHP for physical health services and CRS, and a TRBHA for behavioral health services;
2. You can choose AIHP for physical health services, CRS and behavioral health services;
3. You can choose a DDD Health Plan for physical health services and CRS, and a TRBHA for behavioral health services
4. You can choose a DDD Health Plan for physical health services, CRS and behavioral health services.

Open enrollment begins June 14, 2019, at 8:00 a.m. and ends July 15, 2019, at 5:00 p.m. The new DDD Health Plan options and contact information including website are in the



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enclosed list. Health plan and provider information, including Primary Care Provider (PCP) information can be found on the health plan websites or by calling their member services phone number. You may also contact DDD Member Services at 1-844-770-9500 ext. 7 or visit des.az.gov/ddd-health-plans-info for more information.

Choose your new DDD Health Plan before 5:00 p.m. on July 15, 2019, by calling DDD Member Services at 1-844-770-9500 ext. 7, calling the DDD Customer Service Center at 1-844-770-9500 ext. 1, telling your Support Coordinator your choice, or mailing your choice to DDD at:

DDD Health Care Services
Attn: Member Services
3443 North Central Avenue
Suite 600
Phoenix, AZ 85005

If we do not hear from you before 5:00 p.m. on July 15, 2019, DDD will keep you enrolled with AIHP for your physical health services and CRS and the TRBHA will provide your behavioral health services.

Sincerely,

Terry Nunnally
Transition Coordinator
Division of Developmental Disabilities

Call DDD Customer Service at 1-844-770-9500 ext. 1, TTY/TDD Services: 7-1-1, to ask for this material in other formats, language help is available at no cost to you.