



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, your DDD health plan is **HEALTH PLAN NAME**. You can choose a different plan during open enrollment. 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 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](http://des.az.gov/ddd-health-plans-info) for more information.

DDD will assign you to a DDD Health Plan if we do not hear from you before 5:00 p.m. on July 15, 2019.

If you get services from a Regional Behavioral Health Authority (RBHA) at this time, your new health plan will provide these services to you starting October 1, 2019.

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:



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

Sincerely,

**Terry Nunnally**  
**Member Services Representative**  
**Division of Developmental Disabilities**

Call DDD Customer Service at 1-844-770-9500 ext. 1, TTY/TDD Services: 711, to ask for this material in other formats, language help is available at no cost to you.