



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities (DDD) Arizona Long Term Care System (ALTCS) Prior Authorization Requirements

DDD provides health care coverage to members who are eligible for the Arizona Long Term Care System (ALTCS) through a contract with the Arizona Health Care Cost Containment System (AHCCCS).

Members can receive physical and behavioral health services as well as Children's Rehabilitative Services (CRS) from their DDD Health Plan. Certain long-term services and supports are also provided by the DD Health Plan. Currently, these DD Health Plans are Mercy Care or UnitedHealthcare Community Plan.

Members receiving services from Mercy Care or UnitedHealthcare Community Plan can learn more about the prior authorization requirements for each health plan online or by calling the Health Plan's member services.

Mercy Care

- <https://www.mercycareaz.org/assets/pdf/acc-members/prior-auth/PA-Grid-MC-ACC-RBHA-ALTCS-DD.pdf>
- 1 (800) 624-3879 option 2

UnitedHealthcare Community Plan

- <https://www.uhccommunityplan.com/content/dam/uhccp/plandocuments/memberinformation/AZ-DD-Prior-Auth%20Requirements.pdf>
- 1 (800) 582-8220

In addition, American Indian/Alaska Natives have the option to receive services through the DDD American Indian Health Plan. Members enrolled in the DDD American Indian Health Plan should have their health care provider contact DDD at 1-844-770-9500 ext. 7 before receiving the following services:

- Non-emergency medical or behavioral health inpatient admissions,
- Non-emergency and elective surgeries,
- Nursing home placements,
- Home health services,
- Admission to a Residential Treatment Center (for children only),
- Non-emergency transportation
- Medical equipment and medical supplies,

- Hospice services, and
- Medically necessary eyeglasses for adults

Need for the following services are driven by the planning process, identifying goals, outcomes, exhausting natural and community supports and funding availability. The amount of service is individually determined by the planning process and based on need. This document is not intended to reflect an individual's service level minimum and/or maximum.

To learn more about the services listed below refer to the DES/DDD Arizona Long Term Care System (ALTCS) Member Handbook.

You may also contact your assigned DDD Support Coordinator or the DDD Customer Service Center for more information.

Contact the DES DDD Customer Service Center

DDDCustomerServiceCenter@azdes.gov

Toll Free (844) 770-9500

TTY/TDD 711

Fax: (602) 542-6870

Services Requiring Prior Authorization

- Attendant Care
- Habilitation
- Day Treatment & Training Adults
- Day Treatment & Training Children (After School and/or Summer)
- Habilitation related Services
- Habilitation, Communication
- Housekeeping
- Respite
- Center-Based Employment
- Employment related Services
- Group Supported Employment
- Individual Supported Employment
- Employment Support Aide
- Non-emergent Transportation
- Long-term Out of Home Placements (Adult and Child)
- Therapy (speech, occupational, physical)