

## CHAPTER 9 - PCP ASSIGNMENTS

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

EFFECTIVE DATE: March 29, 2013

REFERENCES: Mercy Care Plan website; Arizona Physicians, IPA website

The Division of Developmental Disabilities (Division) contracts with three Acute Care Health Plans (Administrative Services Subcontractors (AdSSs) to deliver acute health services for its members. The acute care health plan is responsible for assigning a Primary Care Provider (PCP) to enrolled members. Refer to the health plan's website for information about the PCP assignment process or call the Member Services Department at:

United Community Health Plan: 1-800-348-4058

Mercy Care: 1-800-624-3879

Members who are of American Indian descent may choose to receive acute care services through the American Indian Health Program (AIHP)/Fee-For-Service (FFS). The Division operates the acute care service delivery system for these members. When a member elects AIHP/FFS, the Division's Support Coordinator works with the member to select a PCP that provides geographically convenient and culturally appropriate services. For AIHP questions call AIHP member services at 602-771-8080.

All Division members can change their PCP at any time. Members enrolled with an acute care contractor should contact the Division Liaison or the health plan's Member Services Unit listed above to execute a PCP change. For questions regarding the AIHP services contact 602-771-8080.