

## 520 MEMBER TRANSITIONS

EFFECTIVE DATE: April 1, 2016

The Division identifies and facilitates coordination of care for all members during changes or transitions between the Division and other AHCCCS Contractors. The Division receives a daily roster (notification) from AHCCCS which includes a list of members that are being disenrolled from the Division or enrolled with the Division. The Division receives the notification prior to the effective date. The Division uses this notification to identify members and to assist with the transition. Members with special circumstances (such as those listed below) may require additional or distinctive assistance during a period of transition.

- A. Medical conditions or circumstances such as:
  - 1. Pregnancy (especially women who are high risk and in third trimester, or are within 30 days of their anticipated delivery date)
  - 2. Major organ or tissue transplantation services which are in process
  - 3. Chronic illness, which has placed the member in a high-risk category and/or resulted in hospitalization or placement in nursing, or other facilities, and/or
  - 4. Significant medical conditions (e.g., diabetes, hypertension, pain control or orthopedics) that require ongoing specialist care and appointments.
- B. Members who are in treatment such as:
  - 1. Chemotherapy and/or radiation therapy, or
  - 2. Dialysis.
- C. Members with ongoing needs such as:
  - 1. Durable medical equipment including ventilators and other respiratory assistance equipment
  - 2. Home health services
  - 3. Medically necessary transportation on a scheduled basis
  - 4. Prescription medications, and/or
  - 5. Other services not indicated in the State Plan, but covered by Title XIX for Early and Periodic Screening, Diagnosis and Treatment eligible members.

- D. Members who at the time of their transition have received prior authorization or approval for:
1. Scheduled elective surgery(ies)
  2. Procedures and/or therapies to be provided on dates after their transition, including post-surgical follow-up visits
  3. Sterilization and have a signed sterilization consent form, but are waiting for expiration of the thirty-day period
  4. Appointments with a specialist located out of the Contractor service area, and
  5. Nursing facility admission.

#### **Transitions to EPD Contractors**

- A. The Division initiates a transition to an EPD Contractor via a Member Change Report indicating the member is no longer eligible for the Division.
- B. Upon notification, the Division provides relevant information to the receiving EPD Contractor.
- C. The Enrollment Transition Information (ETI) form is transmitted by the Division's Transition Coordinator for all Division members.
- D. The Division is responsible for covering the member's care resulting from the lack of ETI transmission to the EPD Contractor.
- E. The Division provides medical records and notifies members, subcontractors or other providers.

#### **Transition from EPD Contractor to DDD**

- A. Upon notification, the Division should anticipate an ETI from the EPD Contractor.
- B. The EPD Contractor provides medical records and will notify members, subcontractors or other providers.
- C. The Division provides new members with handbooks and emergency numbers,
- D. The Division follows up as appropriate for the needs identified on the ETI form.

#### **Transition from DDD to Acute Care AHCCCS Contractor**

- A. When AHCCCS determines a member is determined to no longer need long term care through ALTCS or the ALTCS-Transitional program, and the member is determined eligible for acute care enrollment, he/she will be transitioned to an

Acute Care AHCCCS Contractor.

- B. Upon notification, the Division provides relevant information to the receiving Acute Care AHCCCS Contractor.
- C. The Enrollment Transition Information (ETI) form is transmitted by the Division's Transition Coordinator for all Division members.