433   MEMBER IDENTIFICATION CARDS

REVISION DATE: 5/10/2023, 10/1/2021, 12/02/2020
EFFECTIVE DATE: October 1, 2019
REFERENCES: ACOM Policy 433;

PURPOSE

This policy establishes requirements regarding the development, approval,

and distribution of Member Identification Cards (ID Cards) and replacement

ID Cards. This policy applies to the Division of Developmental Disabilities'

Administrative Services Subcontractors (AdSS) when members present for

Medicaid services.

DEFINITIONS

1.   "834 Enrollment Transaction File" means a nightly transaction file
       provided by AHCCCS to its Contractors. The file identifies newly
       enrolled members and enrollment changes for existing members.

POLICY

A.   PROGRAMMING REQUIREMENTS

1.   The AdSS shall identify members requiring an ID Card as a result of the 834 Enrollment Transaction File. ID Cards shall be produced and distributed as follows:

     a.   To new members within 12 business days from the business day following the Division providing the 834 Enrollment Transaction File to the AdSS, or

     b.   Within five business days of the request for member replacement cards.

2.   The AdSS may provide an option for the member to access the ID Card digitally in addition to providing the physical card.

3.   The AdSSs shall monitor the timeliness standards in this policy for the ID Cards it issues directly.

4.   The AdSS shall provide members with new ID Cards at least 14 calendar days prior to a new version going into effect.

5.   The AdSS shall issue a combined Medicare Arizona Long Term Care System (ALTCS) ID Card when serving members dually enrolled in Medicare and the Division. The format for the combined ID Cards shall:

a.   Meet the Centers for Medicare and Medicaid Services (CMS) requirements for ID Cards and be approved AHCCCS.

b.   Meet the minimum formatting requirements identified in ACOM Policy 433 Attachment A as applying to ID Cards for members dually enrolled.

c.   Adopt additional formatting features included in this policy or prescribed by CMS for the requirement of an ID Number, if the formatting does not conflict with this policy's minimum requirements.

B.   FORMAT OF MEMBER IDENTIFICATION CARDS (ID CARDS)

1.   The AdSS shall ensure ID Cards meet the format standards outlined in this policy or as specified in ACOM Policy 433 Attachment A. The following formatting standards apply:

a.   The front of the ID card shall include:

i.   Department of Economic Security/Division of Developmental Disability (Division) Logo, in the approved color or black and white version.

ii.   AHCCCS Logo in the approved color or black and white version no smaller than 1" long by .333" inches wide. If a larger version of the logo is used, the logo must maintain a 3:1 length to height ratio. The AdSS must not edit or alter the approved logo, except as noted above.

iii.   Arizona Health Care Cost Containment System in Arial font no smaller than 11 points.

iv.   The following information in Arial font no smaller than 8 points:

1)   Member's name

2)   AHCCCS ID number

3)   AdSS name

4)   AdSS telephone number

5)   Division telephone number

6)   TTY/TDY telephone number for members who are deaf or hard of hearing

7)   Statewide crisis phone number

8)   The nurse triage telephone number.

b.   The back of the ID card shall include:

i.   In Arial font no smaller than 7 points:

1)   The following text: "Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify health plan benefits, visit:

UnitedHealthcare Plan – www.uhc.com

Mercy Care Plan – www.mercycareaz.org

DDD Tribal Health Program (THP) –

DDD Customer Service 1-844-770-9500 ext. 7

2)   The following text in the card's mailing to the member if a card holder is not used:: "To help protect your identity and prevent fraud, AHCCCS is adding pictures to its online verification tool that providers use to verify

your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details."

2.   The Division may include additional information on the ID card or card holder identified as appropriate, subject to the approval requirements of this policy.

3.   The Division shall include the most recent version of the AHCCCS Notice of Privacy Practices (NPP) with any new ID Card mailing.

C.   **APPROVAL OF MEMBER IDENTIFICATION CARDS, AND OTHER COMPLIANCE REQUIREMENTS**

1.   The AdSS shall submit the ID Card, the card holder, any letters or information mailed to the member with the card, and any changes to these items to the Division for prior approval..

2. The AdSS shall submit ID Cards requiring Division approval, as specified in Contract.

3. The AdSS shall obtain prior approval from the Division if more than one version of an ID Card is issued to members.

4. The AdSS shall ensure the card holder and any letters or information mailed to the member with the ID Card complies with requirements as specified in AdSS Operations Manual, Policy 404.

5. The AdSS shall obtain approval prior to implementation of a subcontract to print or distribute member identification cards and identify the subcontractor in the Annual Subcontractor Assignment and Evaluation Report as outlined in the Division Operations Manual, Policy 438.