

1 **433 MEMBER IDENTIFICATION CARDS**

2 REVISION DATE: xx/xx/xxxx, 5/10/2023, 10/1/2021, 12/2/2020

3 REVIEW DATE: 11/3/2023

4 EFFECTIVE DATE: October 1, 2019

5 REFERENCES: ACOM Policy 433;

6 **PURPOSE**

7 This policy establishes requirements regarding the development, approval,  
8 and distribution of Member Identification Cards (ID Cards) and replacement  
9 ID Cards. This policy applies to the Division of Developmental Disabilities'  
10 Administrative Services Subcontractors (AdSS) when mMembers present  
11 for Medicaid services.

12 **DEFINITIONS**

13 1. "834 Enrollment Transaction File" means a nightly transaction  
14 file provided by AHCCCS to its Contractors. The file identifies  
15 newly enrolled mMembers and enrollment changes for existing  
16 mMembers.

17 2. "Card Holder" means the plastic containment sheet used to hold  
18 the Member's ID card.

19 3. "Member" means the same as "client," a person receiving  
20 developmental disabilities services from the Division, as defined  
21 in A.R.S. § 36-551.

22 **POLICY**

23 **A. PROGRAMMING REQUIREMENTS**

24 1. The AdSS shall identify ~~m~~Members requiring an ID Card as a  
25 result of the 834 Enrollment Transaction File. ID Cards shall be  
26 produced and distributed ~~as follows:~~

- 27 a. To new ~~m~~Members within 12 business days from the  
28 business day following the Division providing the  
29 834 Enrollment Transaction File to the AdSS, or  
30 b. Within five business days of the request for  
31 ~~m~~Member replacement cards.

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

34 ~~32.~~ The AdSSs shall monitor the timeliness standards in this policy  
35 for the ID Cards it issues directly, notwithstanding the  
36 Member's choice.

37        **43.** The AdSS shall provide **m**Members with new ID Cards at least  
38        14 calendar days prior to a new version going into effect.

39        **54.** The AdSS shall issue a combined Medicare Arizona Long Term  
40        Care System (ALTCS) ID Card when serving **m**Members dually  
41        enrolled in Medicare and the Division. The format for the  
42        combined ID Cards shall:

43        a. Meet the Centers for Medicare and Medicaid  
44        Services (CMS) requirements for ID Cards and be  
45        approved **by** AHCCCS.

46        b. Meet the minimum formatting requirements identified in  
47        ACOM Policy 433 Attachment A as applying to ID Cards for  
48        **m**Members dually enrolled.

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

53        **B.    FORMAT OF MEMBER IDENTIFICATION CARDS (ID CARDS)**

54        1. The AdSS shall ensure ID Cards meet the format

- 55 standards outlined in this policy or as specified in ACOM  
56 Policy 433 Attachment A. The following formatting  
57 standards apply:
- 58 a. The front of the ID card shall include:
- 59 i. Department of Economic Security/Division of  
60 Developmental Disability (Division) Logo, in  
61 the color approved ~~color~~ by the Division or  
62 in black and white version.
- 63 ii. AHCCCS Logo in the approved color or black and  
64 white version no smaller than 1" long by .333"  
65 inches wide. If a larger version of the logo is used,  
66 the logo must maintain a 3:1 length to height  
67 ratio. The AdSS must not edit or alter the  
68 approved logo, except as noted above.
- 69 iii. Arizona Health Care Cost Containment System  
70 in Arial font no smaller than 11 points.
- 71 iv. The following information in Arial font no smaller  
72 than 8 points:

- 73 1) Member's name
- 74 2) AHCCCS ID number
- 75 3) AdSS name
- 76 4) AdSS telephone number
- 77 5) Division telephone number
- 78 6) TTY/TDY telephone number ~~for members~~
- 79 ~~who are deaf or hard of hearing~~
- 80 7) Statewide crisis phone number
- 81 8) The nurse triage telephone
- 82 number.
- 83 b. The back of the ID card shall include:
- 84 i. In Arial font no smaller than 7 points:
- 85 1) The following text: "Carry this card with you at all
- 86 times. Present it when you get service. You may be
- 87 asked for a picture ID. Using the card
- 88 inappropriately is a violation of law. This card is not
- 89 a guarantee for services. To verify health plan
- 90 benefits, visit:

- 91 UnitedHealthcare Plan – [www.uhc.com](http://www.uhc.com)
- 92 Mercy Care ~~Plan~~ – [www.mercycareaz.org](http://www.mercycareaz.org)
- 93 DDD Tribal Health Program (THP) –
- 94 DDD Customer Service 1-844-770-9500 ext. 7
- 95 2) The following text in the card’s mailing to the
- 96 ~~m~~Member ~~if a card holder is not used~~: “To help
- 97 protect your identity and prevent fraud, AHCCCS is
- 98 adding pictures to its online verification tool that
- 99 providers use to verify your coverage. If you have
- 100 an Arizona driver’s license or state issued ID,
- 101 AHCCCS will get your picture from the Arizona
- 102 Department of Transportation Motor Vehicle
- 103 Division (MVD). When providers pull up the
- 104 AHCCCS eligibility verification screen, they will see
- 105 your picture (if available) with your coverage
- 106 details.”
- 107 2. The ~~Division~~AdSS ~~may~~shall gain approval from the Division to
- 108 include additional information on the ID card or ~~e~~CARD ~~h~~Holder

109 ~~identified as appropriate, subject to the approval requirements~~  
110 ~~of this policy.~~

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

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

116 1. The AdSS shall submit the ID Card, the ~~e~~Card ~~h~~Holder, any  
117 letters or information mailed to the ~~m~~Member with the card,  
118 and any changes to these items to the Division for prior  
119 approval as specified in Contract.

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

122 ~~3~~2. The AdSS shall obtain prior approval from the Division if  
123 more than one version of an ID Card is issued to ~~m~~Members.

124 ~~4~~3. The AdSS shall ensure the ~~e~~Card ~~h~~Holder and any letters or  
125 information mailed to the ~~m~~Member with the ID Card complies  
126 with requirements as specified in AdSS Operations Manual,

127 Policy 404.

128 54. The AdSS shall obtain approval prior to implementation of a  
129 subcontract to print or distribute ~~m~~Member identification cards  
130 and identify the subcontractor in the Annual Subcontractor  
131 Assignment and Evaluation Report as outlined in the Division  
132 Operations Manual, Policy 438.

133 SUPPLEMENTAL INFORMATION

134 The AdSS may provide an option for the Member to access the ID  
135 Card digitally in addition to providing the physical card. The  
136 digital ID cards shall not be in lieu of physical ID cards, but an  
137 additional choice for Members. The responsible Contractor shall  
138 ensure that it operates a secure Member portal and mobile  
139 application for this purpose.

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