

433 MEMBER IDENTIFICATION CARDS

EFFECTIVE DATE: December 21, 2022

REFERENCES: ACOM Policy 433

PURPOSE

This policy establishes the Division of Developmental Disabilities (Division) requirements regarding the development, approval and distribution of Member Identification Cards (ID Cards) and replacement ID Cards.

DEFINITIONS

1. "834 Enrollment Transaction File" means a nightly transaction file provided by Arizona Health Care Cost Containment System (AHCCCS) to its Contractors. The file identifies newly enrolled members and enrollment changes for existing members.

POLICY

A. PROGRAMMING REQUIREMENTS

1. The Division shall determine the timeliness for issuing ID Cards when a new AdSS initiates services in the state.

2. The Division shall ensure the AdSS provides members with new ID Cards at least 14 calendar days prior to a new DDD health plan going into effect.
3. The Division shall approve the format for a combined ID Card for members dually enrolled in Medicare and the Division. The format for the combined ID Cards must:
 - 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 Division shall ensure ID Cards must 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) TTY/TDY telephone number for members who are deaf or hard of hearing
 - 6) Telephone number for accessing services from the Behavioral Health services
 - 7) The nurse triage telephone number
 - 8) ACC-RBHA statewide crisis phone number
- b. The back of the ID card includes:
- 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 services. 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."

- c. The Division may include additional information on the ID card or card holder identified as appropriate, subject to the approval requirements of this policy.
- d. 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 Division shall ensure the ID Card, the card holder, any letters or information mailed to the member with the card, and any changes to these items are submitted for prior approval by the AdSS.
2. The Division shall approve ID Cards and other member information for their AdSS subcontractors.
3. The Division shall ensure the AdSS obtains prior approval if more than one version of an ID Card is issued to members.
4. The Division 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.