

1 **433 MEMBER IDENTIFICATION CARDS**

2 **REVISION DATE: xx/xx/xxxx**

3 **REVIEW DATE: 11/3/2023**

4 EFFECTIVE DATE: December 21, 2022

5 REFERENCES: ACOM Policy 433

6 **PURPOSE**

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

11 **DEFINITIONS**

12 1. "834 Enrollment Transaction File" means a nightly transaction
13 file provided by Arizona Health Care Cost Containment System
14 (AHCCCS) to its Contractors. The file identifies newly enrolled
15 ~~m~~Members and enrollment changes for existing ~~m~~Members.

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

18 3. "Member" means the same as "client," a person receiving
19 developmental disabilities services from the Division, as defined

20 in A.R.S. § 36-551.

21 **POLICY**

22 **A. PROGRAMMING REQUIREMENTS**

23 1. The Division shall determine the timeliness for issuing ID
24 Cards when a new Administrative Services Subcontractors
25 (AdSS) initiates services ~~in the state~~ as a result of the 834
26 Enrollment Transaction File.

27 2. The Division ID Cards shall be produced and distributed ID
28 Cards as follows:

29 a. To new Members, within 12 business days from the
30 business day following the Division providing the
31 834 Enrollment Transaction File to the AdSS; or

32 b. Within five business days of the request for Member
33 replacement cards.

34 23. The Division shall approve the format when an AdSS provides
35 an option for the Member to access the ID Card digitally in
36 addition to providing the physical card.

37 34. The Division shall monitor the timeliness standards in this
38 policy for THP ID Cards it issues directly, notwithstanding the

39 Member's choice.

40 ~~2. The Division shall ensure the AdSS provides members with~~
41 ~~new ID Cards at least 14 calendar days prior to a new DDD~~
42 ~~health plan going into effect.~~

43 35. The Division shall approve the format for a combined ID Card
44 for ~~m~~Members dually enrolled in Medicare and the Division.

45 The format for the combined ID Cards must:

- 46 a. Meet the Centers for Medicare and Medicaid
47 Services (CMS) requirements for ID Cards and be
48 approved by AHCCCS.
- 49 b. Meet the minimum formatting requirements identified in
50 ACOM Policy 433 Attachment A as applying to ID Cards
51 for ~~m~~Members dually enrolled.
- 52 c. Adopt additional formatting features included in this policy
53 or prescribed by CMS for the requirement of an ID
54 Number, if the formatting does not conflict with this
55 policy's minimum requirements.

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

57 1. The Division shall ensure ID Cards must meet the format

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

- 77 2) AHCCCS ID number
- 78 3) AdSS name
- 79 4) AdSS telephone number
- 80 5) TTY/TDY telephone number ~~for members~~
- 81 ~~who are deaf or hard of hearing~~
- 82 6) Telephone number for accessing
- 83 services from ~~the~~ Behavioral Health
- 84 services
- 85 7) The nurse triage telephone number
- 86 8) ~~SACC-RBHA~~ statewide crisis phone
- 87 number
- 88 b. The back of the ID card includes:
- 89 i. In Arial font no smaller than 7
- 90 points:
- 91 1) The following text: "Carry this card with you
- 92 at all times. Present it when you get services.
- 93 You may be asked for a picture ID. Using the
- 94 card inappropriately is a violation of law. This
- 95 card is not a guarantee for services. To verify

96 health plan benefits, visit:

97 a) UnitedHealthcare Community Plan –

98 www.uhc.com,

99 b) Mercy Care Plan--

100 www.mercycareaz.orgwww.

101 mercycaresaz.org, or

102 c) DDD Tribal Health Program (THP) –

103 DDD Customer Service 1-844-770-9500

104 ext. 7

105 2) The following text in the card’s mailing to

106 the mMember ~~if a card holder is not used~~:

107 “To help protect your identity and prevent

108 fraud, AHCCCS is adding pictures to its

109 online verification tool that providers use to

110 verify your coverage. If you have an Arizona

111 driver’s license or state issued ID, AHCCCS

112 will get your picture from the Arizona

113 Department of Transportation Motor Vehicle

114 Division (MVD). When providers pull up the

115 AHCCCS eligibility verification screen, they
116 will see your picture (if available) with your
117 coverage details.”

118 c. The Division mayshall include additional information on
119 the ID card or eCard hHolder ~~identified as appropriate,~~
120 subject to the approval requirements of this policy.

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

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

126 1. The Division shall ensure the ID Card, the eCard hHolder, any
127 letters or information mailed to the mMember with the card,
128 and any changes to these items are submitted for prior
129 approval by the AdSS.

130 2. The Division shall approve ID Cards and other
131 mMember information for their AdSS subcontractors.

132 3. The Division shall ensure the AdSS obtains prior approval if
133 more than one version of an ID Card is issued to mMembers.

134 4. The Division shall ensure the eCard ~~h~~Holder and any letters or
135 information mailed to the ~~M~~member with the ID Card complies
136 with requirements as specified in AdSS Operations Manual,
137 Policy 404.

138 5. The Division shall ensure the AdSS obtains approval prior to
139 implementation of a subcontract to print or distribute ~~m~~Member
140 identification cards and identify the subcontractor in the Annual
141 Subcontractor Assignment and Evaluation Report as outlined in
142 the Division Operations Manual, Policy 438.