

TALKING POINTS FOR WHEN A FAMILY DECLINES CONSENT

- **“I do not have a copy of my AHCCCS Card.”**

Response: “You can still agree to sharing your personally identifiable information with your AHCCCS health plan and we will assist you in obtaining a replacement card. This can assist us to share information with your plan whether your child is eligible or not for AzEIP, and ensure that your health plan can support you either way. Once we have your consent, we will be able to contact AHCCCS for your provider number to call for a replacement card:

1(855) HEA-PLUS (1-855-432-7587)

Calls Answered Monday through Friday 8 a.m. – 5 p.m.

AZ Relay Service for the hearing impaired 1-800-367-8939”

- **“I have a high deductible plan.”**

Response: “I know that talking about deductibles can be confusing. Remember there are no out-of-pocket costs for AzEIP services. If you consent to the use of your private insurance, the provider will bill your insurance company for those services that may be reimbursable. Instead of reimbursing for the service, the amount that would be reimbursed to the provider is subtracted from your deductible. In effect this would be a good thing. AzEIP will then be reducing your deductible allowing you and other members of your family not to have to bear that cost when seeking other medical services.”

- **“I have an HSA plan.”**

Response: “Many families have a Health Savings Account (HSA). May I ask what type of account do you have? Is it plan where the costs are automatically withdrawn from the account? Or is it a plan where you have to present a debit card for payment?”

If the parent responds that they have an automatic withdrawal account:

“Yes, agreeing to use your HAS would be an issue, and we do not want you to have any out-of-pocket costs. Please note that as the reason for declining to consent.”

If, the parent responds that they have an HSA that uses a debit card:

“Because you have to present a debit card for services and we do not collect those types of payments there would be no barrier to the use of your private insurance in those cases. In fact, this may assist you in meeting your deductible, and having your insurance pay for these and perhaps other needed services for your child.”

- **“I do not want to use my allotment of rehabilitation services for this”**

Response: “We understand that many policies allot a certain amount of units per policy year for ‘rehabilitation’. AzEIP is required under federal law, to utilize all available funding sources, including public and private insurance prior to using the limited dollars provided by the federal government for this program. One way to ensure that there are sufficient funds to provide the resources and supports needed by all families eligible for AzEIP is to utilize private and public insurance. Your team should discuss with you how they are supporting your outcomes. Only those early intervention providers who visit with you in your home, may bill your private insurance. Thus, having a team available does not necessarily mean that all of your insurance units will be utilized by AzEIP. Ultimately, it is your decision.”

- **“I do not want to give out my private insurance information.”**

Response: “It is your right to refuse in those situations from sharing what many people consider to be private information. However, AzEIP is required under federal law, to utilize all available funding sources, including public and private insurance prior to using the limited dollars provided by the federal government for this program. One way to ensure that there are sufficient funds to provide the resources and supports needed by all families eligible for AzEIP is to utilize private and public insurance. You can certainly give consent later if you feel that it is an appropriate thing to do.”

- **“I do not have insurance for my child.”**

Response: “As your service coordinator, one of my jobs is to help you to access resources and supports you may need to help your child to develop and learn. I can provide you with the website for AHCCCS, www.healthearizonaplus.gov. I can also connect you with Healthcare.gov the marketplace for families who have lost insurance in the past 30 days. Until the new open enrollment period begins, which will be in November, other insurance is available in the private sector through either your employer or soliciting advice from an insurance broker. How can I assist you to obtain insurance for your child?”