



September 29, 2023

Carmen Heredia, AHCCCS Executive Deputy Director  
Jakenna Lebsock, Assistant Director, Division of Health Care Services  
801 E Jefferson St. Phoenix AZ 85034

Re: Care1st Health Plan Arizona Transition to Arizona Complete Health-Complete Care Plan

Dear Ms. Heredia and Ms. Lebsock,

Care1st Health Plan Arizona (Care1st) is respectfully submitting the attached plan outlining our proposed process with respect to a smooth and successful transition of Care1st membership in the ACC-RBHA product to Arizona Complete Health-Complete Care Plan (AzCH-CCP) effective 7/1/2024. The plan details the steps necessary to effectively move the northern GSA membership to the existing AzCH-CCP ACC-RBHA contract in two phases.

The proposed plan is for the membership to be integrated to the processes and platforms of AzCH-CCP that are already aligned on Centene systems, with the existing Care1st contract. Other than the new health plan alignment, phone numbers, and branding, the members will continue to experience the same robust service benefits, provider network, and authorized care as they currently do under Care1st.

This transition to AzCH-CCP would secure a single, streamlined experience for members and providers, state-wide, serving these existing ACC-RBHA populations, providing even more stability and reducing the administrative burden of parallel plan processes for provider and member services, claims submission, and contracting.

We look forward to your feedback and partnering to create a successful integration and minimize any potential disruption for members, providers and AHCCCS. Please reach out to Scott Cummings, Plan President and Jennifer Justine Phillips, Medicaid Contract Compliance Officer with any questions.

Sincerely,

A handwritten signature in black ink that reads "Scott Cummings".

Scott Cummings  
Plan President, Care1st Health Plan Arizona

Cc: AHCCCS; Meggan LaPorte, Jessica Blackburn