



## Member Frequently Asked Questions

### Proposed Contract to Transfer Members of Maricopa Health Plan to UnitedHealthcare Community Plan

**Background note to rep:** UnitedHealthcare Community Plan and Maricopa Health Plan have entered into an agreement to transfer members of Maricopa Health Plan to UnitedHealthcare Community Plan. Maricopa Health Plan notified its members of this proposed change with a letter on October 7, 2016. Members will transition to UnitedHealthcare Community Plan with a February 1, 2017 effective date.

#### Questions and Answers

1. What should I do about this change?

There is nothing you need to do at this time to remain with UnitedHealthcare Community Plan. AHCCCS sent out a letter to all members about this change including information about your options.

2. What will happen to my health coverage?

Members will have a chance to pick a different AHCCCS plan during an open enrollment period. Members who do not select a different AHCCCS plan will automatically be transferred to UnitedHealthcare Community Plan. Open enrollment is from November 1, 2016 through December 31, 2016.

3. When is open enrollment?

Members will have until December 31, 2016 to change health plans. If you do nothing, you will be transferred to UnitedHealthcare Community Plan.

4. Why is my health plan changing from Maricopa Health Plan to UnitedHealthcare Community Plan?

Maricopa Health Plan made a decision to stop offering a health plan and selected an AHCCCS plan to transition its members to in a competitive bid process. UnitedHealthcare Community Plan was the successful plan awarded the membership of Maricopa Health Plan.

5. Will my health plan benefits change due to the transfer?

No, AHCCCS requires that all of its plans provide the same covered services to its members. UnitedHealthcare does offer some unique programs to encourage its members to get health

care. Programs like Baby Blocks, a reward program for pregnant mothers and their babies is an example of some additional programs you may have available to you with UnitedHealthcare Community Plan. (Note to rep: Direct caller to UHCCommunityPlan.com to review Member Handbook or Provider Directory.)

6. Will my health care providers stay the same?

UnitedHealthcare Community Plan and Maricopa Health Plan have worked together very closely to make sure your provider does not change. For the most part, you will have access to the same doctors and facilities. However, there could be some members who may need to select a new provider. Should this happen you will be notified before the transition date.

You will be sent a new ID card within 12 business days of the formal transition date to UnitedHealthcare Community Plan. Your new ID card will have your primary care physician's (PCP) information on it. Is there a provider I can look up for you to tell you if he/she is in our plan? (Note to rep: Search for provider. Inform member some providers may still be in the process of contracting so if he/she is not currently in network, try calling later.)

7. Should my MHP provider expect changes working with UnitedHealthcare Community Plan?

Many MHP providers already have a long-standing working relationship with UnitedHealthcare Community Plan. It is expected that MHP providers will not experience differences in working with UnitedHealthcare Community Plan from their experience prior to the transition.