

**1620-M CONTRACTOR CHANGE STANDARD**

REVISION DATES: 10/01/04, 02/01/05, 09/01/05, 10/01/07, 07/01/08, 01/01/11, 05/01/12, 01/01/16, 08/14/18

EFFECTIVE DATE: 02/14/96, 03/01/13, 06/13/18

**I. PURPOSE**

This Policy applies to ALTCS/EPD, DES/DDD (DDD) Contractors, and Tribal ALTCS Programs. This Policy establishes requirements for transfer of members between Contractors.

**II. DEFINITIONS**

**ELDERLY AND/OR PHYSICAL DISABILITIES (EPD) CONTRACTOR** For purposes of this policy, EPD Contractors refers to all Contractors including Tribal ALTCS Programs, but does not include Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD).

**III. POLICY**

Members may be transferred between EPD Contractors or between an EPD Contractor and DDD. Transfers between EPD Contractors occur for various reasons including as a result of the member moving out of one Contractor's service area into another's; Annual Enrollment Choice (AEC), and for other circumstances as requested by the member/guardian/designated representative.

Transfers between an EPD Contractor and DDD are the result of a change in DDD eligibility, as determined by DDD. The service area of DDD includes the entire state. When a DDD eligible member moves from one area of the state to another, a change of Contractors does not occur; however, there is a change of DDD case manager.

**A. MEMBER TRANSFER REQUIREMENTS**

1. The case manager is responsible for the discharge planning and transition of members transferred to another Contractor. Refer to AMPM Policy 520 regarding member transitions for further information on standards set forth for the transition of ALTCS members.
2. A change of EPD Contractor due to member movement to another service area or member choice, where multiple Contractors are available, may be initiated by:
  - a. The EPD member/guardian/designated representative,
  - b. The current Contractor, or
  - c. AHCCCS/ Division of Health Care Management (DHCM).

3. The case manager is responsible for initiating action when the request is made by the member/guardian/designated representative. Case managers shall not assume that a change of Contractor is automatic and shall communicate clearly to the member/guardian/designated representative that the request for a change of Contractor is not automatic.
4. EPD case managers are responsible for explaining that there may be service limitations and exclusions when the member moves into another Contractor's service area.

Refer to ACOM Policy 403 for more information on these conditions and changes of Contractor (does not include Tribal ALTCS Programs).

5. For transfers within or into Maricopa County or Pima County, the EPD member shall make a choice of Contractors before any change can be processed. The member will be given a choice of Contractors by the local ALTCS office upon notice (from either the member//guardian/designated representative or the case manager) that the member intends to move or has moved to Maricopa County or Pima County.
6. Tribal members are considered to have on-reservation status even when they are admitted to a nursing facility or alternative residential setting within a Contractor area of service off the reservation. Tribal members who move to own home, Home and Community Based Services (HCBS) settings off reservation will be transitioned to the Contractor serving that area. Refer to AMPM Chapter 100 for definition of "Own Home".
7. Case managers shall discuss the potential transfer of a member with the Transition Coordinator or case manager of the potential receiving Contractor to ascertain availability of services in that area. This information will assist the member/family with planning. A list of current Transition Coordinators for the Contractors is available from the AHCCCS/DHCM.
8. The Program Contractor Change Request (PCCR) form (AMPM Exhibit 1620-8) is used for all member transfers. In some cases, as noted below, the transfer will first require the receiving Contractor's agreement to accept enrollment of the member. In other case, because of a change in the county of fiscal responsibility or reservation status, the relinquishing and receiving Contractors only need to agree on the effective date of the transfer that will occur.
  - a. EPD members who move from any setting to HCBS own home in another Contractor's service area will have a change of fiscal county and therefore Contractor. The relinquishing and receiving Contractor shall agree to the effective date of transfer,
  - b. Members enrolled in a Tribal ALTCS Program who move from any setting type to HCBS own home in another Tribal ALTCS Program's service area/reservation will have a change of reservation status and therefore, change of Tribal ALTCS

- Program. This applies when a member enrolled in a Tribal ALTCS Program will reside on a different reservation than where the member lived at the time of enrollment (for example, A Navajo Nation member who will now reside on the Tohono O’Odham reservation in his/her “own home” should be enrolled with Tohono O’Odham Nation). The relinquishing and receiving Tribal ALTCS Programs shall agree to the effective date of transfer,
- c. American Indian E/PD members who are enrolled with an E/PD Contractor who move to HCBS own home on the reservation will have a change of reservation status and therefore, will be enrolled with the Tribal ALTCS Program responsible for case managing that reservation. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - d. Tribal ALTCS members who move from a Tribal ALTCS Program’s reservation/service area (HCBS or institutional setting) to HCBS own home off-reservation within an E/PD Contractor’s area of service will have a change of reservation status and therefore Contractor. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - e. Transfers of E/PD members who move from any setting to an institutional or alternative residential setting in another E/PD Contractor’s service area will require the receiving Contractor to agree to the transfer. The relinquishing and receiving Contractors shall agree to the effective date of transfer,
  - f. Transfers of E/PD members in Maricopa County, for whom medical continuity of care is cited by the member’s Primary Care Provider (PCP) as the reason for a change of Contractors, shall be reviewed and approved by the Medical Directors of both Program Contractors before the relinquishing Contractor can submit the PCCR. The relinquishing and receiving Contractors shall agree to the effective date of transfer, and
  - g. Transfers of E/PD members who are minor children that are moved/placed out of the service area where their parents reside to another service area will require the receiving Contractor to agree to the transfer. The relinquishing and receiving Contractors shall agree to the effective date of transfer.
9. DDD shall notify AHCCCS (via electronic Member Change Report) if a DDD member no longer meets the DDD eligibility criteria. AHCCCS will complete a Pre-Admission Screening (PAS) assessment to determine if the member meets ALTCS eligibility criteria as an E/PD member. If the member is determined to be E/PD eligible, DDD shall coordinate the transition to an E/PD Contractor through the PCCR. Both relinquishing and receiving Contractors shall agree to the effective date of transfer.
10. The relinquishing case manager shall provide adequate member information (case documentation and/or medical records) to the receiving Contractor to assure continuity of care. The ALTCS Enrollment Transition Information (ETI) form (AMPM Exhibit 1620-9) is used for this purpose.

11. The potential receiving Contractor is responsible for reviewing the request and notifying the relinquishing Contractor within ten business days of the request for transfer decision.

The relinquishing Contractor shall notify the member's case manager and the member within seven days of receiving decision notification from the potential receiving Contractor. The relinquishing Contractor shall arrange and pay for transporting the member, if necessary.

12. If a change of Contractor is agreed to by both Contractors, a scanned copy of the completed/signed PCCR form, AMPM Exhibit 1620-8, shall be sent via secure email to the AHCCCS PCCR mailbox (pccr@azahcccs.gov).
13. If the potential receiving Contractor denies the request for enrollment change, the relinquishing Contractor may request a review by AHCCCS after both receiving and relinquishing Contractors representatives have discussed the request and have not been able to come to agreement.

AHCCCS will notify the relinquishing Contractor of its decision. The Contractor will be responsible for informing the member of that decision.

14. Both the relinquishing and receiving Contractions are responsible for ensuring a safe transition for the member.
15. The CA161 (Placement Screen) and Service Plan shall be updated to reflect any changes in placement, services and/or Contractor enrollment dates.