



## FAQ EPD Director's Decision

**Q1: Why is AHCCCS denying the appeal and moving forward with the transition of ALTCS EPD members to Arizona Complete Health and UnitedHealthcare?**

**A1:** The AHCCCS Director's Decision found that AHCCCS properly exercised its discretion in the procurement process in accordance with law and that the non-awarded health plans failed to timely protest alleged procurement deficiencies as required by state administrative rules. Further, the Decision found that even if the non-awarded health plans timely filed protests, they failed to show that the alleged errors created a disadvantage to them, that the procurement process operated in a manner contrary to the law, or that they had a substantial chance at receiving an award.

**Q2: What does this decision mean for current ALTCS EPD members?**

**A2:** For now, nothing will change for current ALTCS-EPD members - all members will remain with their current plans. Once AHCCCS determines a new transition date, transition communications will begin and ALTCS-EPD members currently enrolled with Banner-University Family Care, Mercy Care Plan and UnitedHealthcare Community Plan will have the opportunity to choose their new health care provider by the dates determined and provided to members at that time. Members will be provided advance notice of their upcoming opportunity for choice.

**Q3: How will AHCCCS notify stakeholders and current ALTCS EPD members about this decision?**

**A3:** AHCCCS will be updating language on its website to ensure stakeholders are made aware of the agency's decision, and messaging will be distributed via all of AHCCCS' social channels. Health plans will also be notified about the decision, as will AHCCCS' provider networks. AHCCCS will be sending emails and mail to all ALTCS-EPD members once a transition date has been established to ensure they are

**Q4: What happens to members whose current provider is not contracted with either Arizona Complete Health and UnitedHealthcare? Can their provider become contracted with either healthcare plan?**

**A4:** When transition activities resume, AHCCCS will be working closely with both health plans to ensure sufficient networks are in place. Providers can reach out to the health plans directly to discuss contracting opportunities.

**Q5: Who do I contact with questions about how this impacts me?**

**A5:** Questions regarding the ALTCS-EPD transition can be sent to [MCOTransitions@azahcccs.gov](mailto:MCOTransitions@azahcccs.gov).