

MVD Photos and AHCCCS On-Line Eligibility

December 15, 2011

Dear Phoenix Health Plan (PHP) Providers:

Effective December 15, 2011, AHCCCS will add MVD photos to its online eligibility tool. The second page of this document is a handout provided by AHCCCS that includes additional information regarding this new feature. You can find more information on this new tool by visiting:

<http://www.azahcccs.gov/shared/news.aspx#204>.

Also scheduled for delivery to PHP members and posted to our member page on the PHP website is the following message:

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its on-line verification tool that providers use to verify your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.

If you have any questions regarding this communication, please contact your Provider Relations Representative directly or at the department number shown below.

MVD Photos Added To AHCCCS On-Line Eligibility Verification

Overview

Effective December 15, 2011, AHCCCS will be adding photos to its on-line verification tool that providers use to verify member eligibility. This new feature is one of many efforts by AHCCCS to help protect members and prevent fraud. AHCCCS will obtain photos from the Arizona Department of Transportation Motor Vehicle Division (MVD) of all AHCCCS members who have an Arizona driver's license or a State issued Identification (ID) Card. When providers use the online member verification system and enter a member's social security number, the member's photo, if available from MVD, will be displayed on the AHCCCS eligibility verification screen along with other AHCCCS coverage information. The added photo image will assist AHCCCS providers to quickly validate the identity of a member.

Member Notice

AHCCCS members will be notified of this change through the member portals on the AHCCCS internet website. AHCCCS and its Contractors will also notify members via newsletters and the handbooks. In the future, members will be informed about the addition of MVD photos on their AHCCCS ID card carriers as well as in the Welcome Back letters. .

Provider Information/Requirements

Providers are reminded of their continuing obligation to comply with all requirements of the AHCCCS Provider Participation Agreement as a condition of participating in the AHCCCS Program. Paragraph 25 of the Agreement states:

"If Provider or any employee or contractor of Provider discovers, or is made aware, that an incident of potential fraud or abuse has occurred, the Provider shall report the incident to the AHCCCS Office of Inspector General (AHCCCS OIG) in accordance with state statutes and AHCCCS policy."

In addition, Arizona Laws ARS §§ 36-2905.04 and 2918.01 require providers to cooperate with AHCCCS to prevent and discover eligibility fraud and to immediately notify AHCCCS of any cases of suspected fraud or abuse.