

June 29, 2010

Important Facts About Dually-Enrolled Members

Dear Abrazo Advantage Health Plan HMO (AAHP) and Phoenix Health Plan (PHP) Providers,

Many members in our AAHP (a Medicare health plan) also have insurance through PHP, or similar Medicaid plan. This has important implications for providers who care for them.

Providers must identify these dually-enrolled members because they have greater benefit coverage than would be available otherwise. For example, PHP may cover services that have been exhausted under AAHP. Also, the Medicaid health plan may cover co-payments, deductibles, coinsurances, and some other costs, that AAHP does not cover. For this reason, it is important for providers to verify member eligibility in *both* plans. All members are instructed to carry both their AAHP and AHCCCS identification card. Please be advised that a beneficiary may still be a member under AAHP even after they lose their AHCCCS coverage.

- Please use the prior-authorization and formulary processes described for AAHP when caring for dually-enrolled members.
- When members join AAHP from another Medicare plan, we will coordinate care and pharmacy coverage. For assistance with pharmacy coverage transitions, please call (602) 824-3700.
- AAHP has a case management program for members with special medical and social needs. Disease management services, such as those required for patients with diabetes or asthma, are also provided to our dually-enrolled members. AAHP also provides extensive patient education to members who need it. To enroll your patient in one of these care coordination programs, please call (602) 824-3831.
- Please be advised that dually-enrolled members have appeals and grievance rights in both their Medicare and Medicaid health plans.

If you have any questions, contact your provider representative at the number below.

Network Management
Ph. 602.824.3700 or 800.747.7997
Fax 602.674-6670
7878 N. 16th St. #105
Phoenix, AZ 85020

Visit our websites at www.phoenixhealthplan.com & www.abrazoadvantage.com