

## **.01 Informing the Participant of AHCCCS Pre-enrollment**

Inform the participant of the importance of selecting an AHCCCS health plan. Review the AHCCCS marketing material provided to local offices from [FAA Internal Operations](#). Advise the participant that they MAY pre-enroll during the MA interview by selecting their health plan and having the EI key the information on INDA.

INDA can accommodate only one health plan selection for the budgetary unit. When the participant requests a different health plan for others in the budgetary unit, advise the participant to call the [AHCCCS Pre-enrollment Phone Number](#). The participant must call AHCCCS within 15 calendar days from the date AHCCCS is notified of the approval to select the other health plans.

Document CADO that the participant requested a different health plan for others in the budgetary unit. Indicate that the participant was given the AHCCCS phone number and advised to call to request the health plan selection. In addition, complete the following:

- Provide the participant with the AHCCCS Information for Participants (FAA-1211A; FAA-1211A (Spanish)) flyer. The flyer informs the participant of the following:

AHCCCS health plans servicing the participant's county of residence.

The toll-free AHCCCS Pre-enrollment Ph # to call to pre-enroll.

Services offered by the health plans, such as prescriptions, preventative care, prenatal care, labor and delivery, well-baby care, and [EPSDT](#) services.

**NOTE** When the participant was enrolled in an AHCCCS health plan within the prior 90 days, AHCCCS enrolls them back into the previous plan (no phone call is required).

- Inform the participant as soon as AHCCCS is notified by FAA of eligibility, the participant is enrolled in a health plan. When no health plan has been selected, AHCCCS selects a plan for the participant. (See [Enrollment Procedures](#))

NOTE Advise the participant that when they receive the MA approval notice, they need to call the health plan within six calendar days. When they call, they need to advise the health plan of the name of the Primary Care Physician (PCP) they are choosing or which PCP they are being assigned.

Inform the participant that AHCCCS sends a white ID card when full services MA is approved, and a yellow ID card when emergency services is approved. The yellow card indicates EMERGENCY SERVICES ONLY.

Inform the participant to keep the ID card with them at all times. When MA eligibility ends, AHCCCS deactivates the card. AHCCCS advises the participant that the card is reactivated when all of the following apply:

- The participant reapplies and is approved.
- The participant remains enrolled with their previous health plan when approved within 90 days of closure.
- A new card is not sent unless their AHCCCS health plan changes.