

A Medical Emergencies

AHCCCS may notify R&A that medical attention is being withheld from a participant due to an eligibility discrepancy. When this occurs, R&A must respond within FOUR hours.

The local office manager or supervisor must designate a staff member as a contact to receive and return information to R&A within the four hour time frame.

R&A contacts the designated local office staff by telephone to advise of the medical emergency.

The local office contact must review information in the [case file\(g\)](#) and advise R&A of eligibility or ineligibility. The local office must also indicate the information needed to determine eligibility, when applicable.

R&A and the local office document CADO with the actions taken.