

## D Emergency Medical Assistance Calls

A participant may call with a medical emergency. They may state that their doctor will not see them for a reason that includes, but is not limited to, one of the following reasons:

- They are not enrolled with **AHCCCS**
- They have been dropped from AHCCCS enrollment.

In this situation, transfer the call to an **EI**. When the EI receives the call, they must complete the following:

- Verify that the information in **AZTECS** is correct. Call the **Research and Analysis Unit (R&A)** when the participant has an open MA case. R&A attempts to resolve the mismatch between AZTECS and AHCCCS.
- Complete an eligibility determination when there is an application pending and can be completed. When the application is approved, notify the R&A Unit of the participant's eligibility. R&A contacts Member Services at AHCCCS. They advise AHCCCS that the eligible participant needs to be posted so they can obtain emergency medical treatment or medication.
- Inform the participant of missing information when there is an application pending and additional information is required. Assist the participant in obtaining the needed information.
- Advise the participant of their **fair hearing** rights when the application is denied or about to be denied.