

December 19, 2011

MVD Photos Added To AHCCCS On-Line Eligibility Verification

Dear Care1st Providers and Office Staff:

Effective December 15, 2011, AHCCCS added member 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 obtains 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 AHCCCS 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 you in validating the identity of a member.

AHCCCS members are being notified of this change through the member portals on the AHCCCS internet website. AHCCCS and Care1st will also notify members via our member newsletter and our member handbook. In the future, members will be informed when they receive their AHCCCS ID card and in the "Welcome Back" letters.

Thank you for your efforts 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 partner with AHCCCS to prevent and discover eligibility fraud and to immediately notify AHCCCS of any cases of suspected fraud or abuse.

For additional information please visit the AHCCCS news and update portal at <http://www.azahcccs.gov/shared/news.aspx>. The MVD update is the second bullet.

If you have any questions after reviewing this communication, please call our Provider Network Operations Team at the numbers below.

Thank You!

Provider Network Operations
Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)
Fax 602.778.1875

Visit our website at www.care1st.com/az