



Community information sessions

Mercy Care Department of Child Safety
Comprehensive Health Plan

During our session

- Everyone is muted during our session except the presenters. This will help us keep background noise down.
- You'll be able to ask questions later in this session.
- When we get to Q&A, you can ask your questions in the chat feature, which is in the lower right corner of your screen.
- We have people participating who can help get answers.

INTRODUCTIONS & WELCOME

Introductions and welcome

We're excited to tell you about a new partnership between Mercy Care and the Department of Child Safety.

What we'll cover in today's session

- Introductions and welcome
- Mercy Care and DCS
- What's changing
- What the changes mean
- What's not changing
- Contacts and resources
- Q&A

MERCY CARE AND DCS

New partnership between DCS and Mercy Care

- Mercy Care and the Department of Child Safety (DCS) created a new partnership to provide integrated care to Arizona's children in foster care.
- The name of this integrated health plan is **Mercy Care Department of Child Safety Comprehensive Health Plan. Or Mercy Care DCS CHP.**
- Together, we will provide all Arizona children in DCS' out-of-home care physical, dental and behavioral health care. We will serve all children in foster care in Arizona, regardless of their eligibility for Medicaid.

Why is this a good fit?

- The Department of Child Safety brings knowledge and experience around the unique needs of children and families involved in foster care.
- Mercy Care brings knowledge and experience in delivering high quality physical, dental and behavioral health care benefits.
- Mercy Care and DCS staff across the state will work together to ensure the health and wellbeing of children and youth in foster care.

WHAT'S CHANGING

The current situation

- Right now, a child in out-of-home DCS care gets **physical and dental health care** from the Comprehensive Medical and Dental Program (CMDP). This is the Department of Child Safety's health plan.
- The child gets **behavioral health care** from one of three Regional Behavioral Health Authorities, or RBHAs, in Arizona.

What's changing?

- On April 1, 2021, Arizona is **integrating** health care for children in foster care. **Integrated health care** means children in out-of-home DCS care will get their physical, dental and behavioral health care from a single health plan.
- CMDP is changing its name to DCS Comprehensive Health Plan (DCS CHP).
- The name of the new single health plan for children in foster care is **Mercy Care Department of Child Safety Comprehensive Health Plan, or Mercy Care DCS CHP.**

What's changing?

Today, children in out-of-home care receive:

Behavioral health care from RBHAs

- Mercy Care (Central)
 - AZ Complete Health (South)
 - Health Choice Arizona (North)
-
- **Physical and dental care from:**
Department of Child Safety
Comprehensive Medical and Dental
Program (CMDP)



Starting April 1, 2021, children in out-of-home care will receive:

- Integrated health care from **Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP)**

- That means physical, dental and behavioral health care from a single health plan: **Mercy Care DCS CHP**

WHAT THE CHANGES MEAN

Changes we're talking about in this session

Providers and provider network

Pharmacy network

Physical, dental and behavioral health services from one health plan

Member ID cards

Care management

What to expect between now and April 1

Where to get answers to your questions

Provider network

Mercy Care DCS CHP members will have a new physical, dental and behavioral health network effective 4/1/2021. The new network will:

- Include existing CMDP providers and facilities
- Offer selection of available providers statewide

You will receive a letter from DCS prior to 4/1/2021 with information on network transition.

A list of providers and facilities in network are available at www.mercycareaz.org/find-a-provider.

Pharmacy network

Mercy Care DCS CHP members will have a new Pharmacy Network starting 4/1/2021.

- You will receive a letter prior to 4/1/2021 with information on how to select a new pharmacy and specialty pharmacy.
- Walgreens will **not** be part of the network – you will need to transfer prescriptions to a Mercy Care DCS CHP network pharmacy.
- Pharmacies in the network include, but aren't limited to, CVS (including inside Target stores), Fry's, Safeway, and independent pharmacies.

Pharmacy network

How to search online for a retail pharmacy near you:

1. Go to www.mercycareaz.org/findaprovider.
2. Scroll down to the purple bar that reads “Find a Mercy Care Pharmacy”.
3. Click the plus sign.
4. Click the link for “Pharmacy search tool to find a network pharmacy. You’ll be taken to the pharmacy search tool for CVS Caremark.
5. Put in the filters, such as your ZIP code, to find a pharmacy near you.

Pharmacy network

If your child needs specialty pharmacy services, such as infusion therapy, we have two specialty network pharmacies:

- CVS Specialty Pharmacy
- St. Joseph's McAuley Pharmacy (at St. Joseph's Hospital & Medical Center in Phoenix)

We're still building out the part of our website for Mercy Care DCS CHP members and families. In the meantime, you can learn more about our pharmacy benefits here:

<https://www.mercycareaz.org/members/completecare-formembers/pharmacy>

Physical, dental and behavioral health services from one plan

Mercy Care DCS CHP is an **integrated** health plan.

As we've mentioned, "**integrated**" means that you get your covered physical, dental and behavioral health services from one health plan.

Here's what else this means for you and your family:

- ✓ There will be one Member Services phone number for Mercy Care DCS CHP:
602-212-4983 or 1-833-711-0776 (TTY/TDD 711).
- ✓ There will be one provider network for physical, dental and behavioral health services.
- ✓ You'll only need to start your search in one place:
www.mercycareaz.org/findaprovider.
- ✓ You'll have one ID card instead of two.

Mercy Care DCS CHP Member Identification Card

Front



Mercy Care DCS CHP – Member Identification Card

Member Name: <MBRLAST>, <MBRFIRST> <MBRMI>

AHCCCS ID#: <AHCCCSID>

RXBIN: 610591

RXPCN: ADV

RXGRP: RX8805

Health Plan Name: Mercy Care DCS CHP

602-212-4983 or 1-833-711-0776

Back

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify benefits visit www.MercyCareAZ.org.

Cargue esta tarjeta con usted todo el tiempo. Presentela cuando reciba servicios. Puedes ser que la pidan una identificación con foto. Usar la tarjeta inapropiadamente es una violación de la ley. Esta tarjeta no es una garantiza los servicios. Para verificar los beneficios visite www.MercyCareAZ.org.

Member Services:

602-212-4983 | 1-833-711-0776 | TTY/TDD: 711

24-hour Nurse Line: 602-212-4983 | 1-833-711-0776

About care management

- Mercy Care and DCS will work together under the new plan to streamline care management and provide assistance to families.

What care management is

- Care Management is a benefit provided by Mercy Care DCS CHP to optimize the child's care and foster coordination between the child's provider team.
- Onboarding—after DCS CHP does the onboarding, the care managers will be reaching out to do an assessment to determine the appropriate level of care management.
- A Care Manager may be assigned to help families learn how to manage the child's illnesses and meet their health care needs.
- A Care Manager will support the DCS Specialist and high-needs case manager roles and provide additional support to the child's care team.

What care management is not

- Care management does not replace the role of the DCS Specialist.
- Families will still work with their DCS Specialist.
- Care management does not replace the role of a high-needs case manager.
- Children who have health needs requiring a high-needs case manager will continue to have a high-needs case manager.

What to expect between now and April 1

Before April 1, 2021, families will receive notification from DCS CHP with important information on:

- Provider network changes
- Pharmacy changes, including coordination for members with specialty pharmacies

After April 1, 2021, families will receive:

- New Mercy Care DCS CHP Member ID card
- If you used your old ID card at the pharmacy – the pharmacy will get an automated message with the new information, so you can have your medication filled.

Welcome packets

After April 1, 2021, families will receive a welcome packet from Mercy Care DCS CHP, which will include:

- A welcome letter containing the new Mercy Care DCS CHP Member ID card(s) and the child or children's PCP assignment(s).
- Instructions to find the member handbook line, and instructions to request a printed copy if you want one.

Mercy Care DCS CHP Member Identification Card

Front



Mercy Care DCS CHP – Member Identification Card

Member Name: <MBRLAST>, <MBRFIRST> <MBRMI>

AHCCCS ID#: <AHCCCSID>

RXBIN: 610591

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Member Services:

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24-hour Nurse Line: 602-212-4983 | 1-833-711-0776

WHAT'S NOT CHANGING

Eligibility

The Medicaid services for eligible members will not change.

When do children become members of Mercy Care DCS CHP?

- When they enter DCS care, and for as long as they remain in DCS care, or up to age 18.

When do children stop receiving Mercy Care DCS CHP benefits?

- When they exit care through reunification, guardianship or adoption
- When they turn 18 years old
- If they enter the juvenile detention system

Health care coverage after exiting DCS care

Can former Mercy Care DCS CHP members keep their Medicaid (AHCCCS) coverage?

- Most children and youth in care are Medicaid eligible and may receive coverage by another AHCCCS health plan after exiting care

Can former Mercy Care DCS CHP members keep the same providers after they exit care?

- Oftentimes, yes, when they remain covered under AHCCCS
- Talk to your care manager prior to exiting care if there are provider/network concerns

Statewide Integrated Rapid Response

What is staying the same:

- Rapid Response Providers
- Process of identification of Rapid Response Providers and Behavioral Health Home
- Required Timeframes to complete the Integrated Rapid Response
- Behavioral Health Assessment
- Information/Assessments provided to DCS and the courts as applicable

DCS Specialists

- Families, caregivers and guardians will continue to work with a DCS specialist.
- The change to Mercy Care DCS CHP will not impact the assignment of DCS Specialists.
- Children in foster care will continue to get the highest quality physical, dental and behavioral health care they need when they need it.

Our goal

We want to make sure all children get the services they need. This includes:

- Care coordination
- Physical, dental and behavioral health care services
- Services delivered efficiently

We want to improve health outcomes for the children and families we serve together.

We are committed to the health and wellbeing of children in foster care and their families.



Q&A

Questions & answers

Before we open the chat feature, we want to review a few rules of the road.

- We can't answer questions about a specific case in these sessions.
- Do not share any personal health information such as names, member ID, date of birth, etc.
- If you need any support that would require sharing personal information, please contact your DCS Specialist or you can email CMDP Member Services (CMDPMemberServices@azdcs.gov).

Questions & answers

To use the chat feature:

- Click on the chat button in the lower right corner of your screen.
- Use the dropdown arrow to select “Everyone”.
- Type your question in the box. Please be respectful.
- We have people participating tonight who will help us get answers to your questions.
- If we don't have answers tonight, we'll get them and get back to you.

Where to get answers to questions

- Keep an eye on your mail—you'll be receiving important information.
- Visit the Mercy Care website: www.mercycareaz.org. Learn how to use the provider search tools and become familiar with the site.
- Visit the DCS CHP website: <https://dcs.az.gov/services/cmdp> to stay up to date.
- Contact your DCS specialist directly with questions.

Contacts

If you have questions about how these changes might affect you, you can contact:

- Before 4/1, **CMDP Member Services** (602) 351-2245 or 1-800-201-1795 (TTY/TDD 711).
- After 4/1, **Mercy Care DCS CHP Member Services** at 602-212-4983 or 1-833-711-0776 (TTY/TDD 711).
- Email CMDP at CMDPMemberServices@azdcs.gov or Mercy Care DCS CHP at DCS@MercyCareAZ.org

Resources

- **Fostering Advocates AZ** is an advocacy group run by young adults who aim to ensure that all foster kids have the information, resources and support needed to transition to a new life. www.fosteringadvocatesarizona.org/
- **Arizona Family Resources** offers resources for foster and kinship families. www.azfamilyresources.org/
- **Find Help Phoenix** provides information on local AHCCCS-registered, low-cost and sliding-scale services. <https://findhelpphx.org/>
- **AHCCCS Foster Parent Resource Packet**

Resources

Family Involvement Center: (877) 568-8468 statewide

www.familyinvolvementcenter.org

Raising Special Kids: 800-237-3007 statewide

www.raisingpecialkids.org

MIKID

www.mikid.org

Reach/Alcanza

www.reachfs.org

Upcoming sessions

English-language sessions

Date	Time
Friday, February 19	4 p.m.
Friday, February 19	7 p.m.
Wednesday, February 24	6 p.m.

Spanish-language sessions

Date	Time
Thursday, February 18	4 p.m.
Thursday, February 18	7 p.m.

More information:

<https://www.mercycareaz.org/members/chp-members/>

Thank you