

Q1: Why is AHCCCS extending current ALTCS-EPD contracts through September 30, 2026?

Q2: What health plans will be responsible for providing services starting October 1, 2025?

Q3: What health plans will be available in my area?

Q4: Will AHCCCS be notifying members about the ALTCS-EPD contract extensions?

Q5: Will members be able to exercise choice regarding the health plan they are assigned to?

Q6: Do the contract extensions affect other health plan contracts that serve other member populations?

Q7: Who do I contact with questions about how this impacts me?

Q1: Why is AHCCCS extending current ALTCS-EPD contracts through September 30, 2026?

A1: Pursuant to its authority under state law, AHCCCS procures health care services for its members. AHCCCS' award of contracts for the ALTCS Elderly and/or Physically Disabled (ALTCS-EPD) services was intended to go-live on October 1, 2024; however, the award was protested and appealed, and the existing contracts were extended through September 30, 2025.

In April 2025, a settlement agreement was reached that would have allowed for the transition to new ALTCS-EPD contracts starting October 1, 2025. However, the court, in a procurement appeal, granted a request to stop the transition. The court order prevents AHCCCS from moving forward with the new contracts until the court issues a final ruling. Therefore, AHCCCS is extending the current contracts for another year, through September 30, 2026.

Q2: What health plans will be responsible for providing services starting October 1, 2025?

A2: As a result of a court order, AHCCCS is extending the existing ALTCS-EPD contracts with UnitedHealthcare Community Plan, Banner-University Family Care, and Mercy Care, from October 1, 2025, through September 30, 2026.

Q3: What health plan(s) will be available in my area?

A3: The following ALTCS-EPD health plans will continue to be available for members, based upon the following Geographic Service Areas (GSAs):

GSA	Counties	ALTCS-EPD Health Plans
Central	Maricopa, Gila, Pinal (excluding Zip codes 85542, 85192, 85550)	- UnitedHealthcare Community Plan - Banner-University Family Care - Mercy Care
North	Apache, Coconino, Mohave, Navajo, Yavapai	UnitedHealthcare Community Plan
South	Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz, Yuma, Zip codes 85542, 85192, 85550	- Banner-University Family Care - Mercy Care (<i>Pima County only</i>)

Q4: Will AHCCCS be notifying members about the contract extensions?

A4: ALTCS-EPD members will receive communication from AHCCCS confirming that their health plan will not be changing on October 1, 2025.

Q5: Will members be able to exercise choice regarding the health plan they are assigned to?

A5: Members who reside in counties that have more than one ALTCS-EPD health plan (Gila, Maricopa, Pinal and Pima counties) will be offered a choice of health plans, as outlined in Answer 3, above.

Q6: Do the contract extensions affect other health plan contracts that serve other member populations?

A6: The contract extensions only apply to AHCCCS members in the ALTCS-Elderly and/or Physically Disabled (EPD) program. This does not apply to AHCCCS members in the ALTCS-Developmentally Disabled (ALTCS-DD) program, nor to members served by AHCCCS Complete Care (ACC) or the ACC-Regional Behavioral Health Agreement (RBHA) programs.

Q7: Who do I contact with questions about how this impacts me?

A7: Questions regarding the ALTCS-EPD contract extension can be sent to MCOTransitions@azahcccs.gov and members can contact the ALTCS Member Services line at 1-888-621-6880.