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Policy

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Within 10 days of enrollment, the health plan provides the customer with:

- Printed information about the health plan's services and service locations that has been approved for distribution by the AHCCCS Administration.
- The name, address, and telephone number of the customer's primary care provider (PCP) and information on how the customer may change PCPs, if dissatisfied with the PCP assigned.

ID Card

Customers receive an AHCCCS Medical Assistance ID card in the mail that includes the name and phone number of the health plan.

Customers must present this ID card whenever medical services are requested or provided (ex., doctor's office, hospital, lab or pharmacy.)

Customers who do not receive an ID card should call their health plan.

NOTE Effective October 1, 2013, all health plans will provide their own ID cards.

The AHCCCS Medical Assistance ID card is not mailed to the customer until a plan choice is received or at the 31st day after approval allowing time for the customer to change health plans.

