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## B Initial Health Plan Enrollment

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### Policy

Most customers who do not currently have AHCCCS coverage have a choice of health plans that serve their Geographic Service Area (GSA). If a customer does not choose a health plan before the application is approved, AHCCCS automatically assigns a health plan and enrolls the customer. A Freedom of Choice letter is mailed to customers informing them of the health plan they were enrolled in, and giving them a 30-day period to choose a different health plan if they want. If the customer does not contact AHCCCS to choose a different health plan, the customer will remain enrolled with the auto-assigned health plan.

**NOTE** Native American customers living on a reservation that do not choose a plan will be automatically enrolled in AIHP.

#### Exceptions:

The following customers do not have a health plan choice:

- Customers enrolled in the Children's Rehabilitative Services (CRS) program (see MA11XX for details);
- Customers diagnosed with a Serious Mental Illness (SMI) that live in Maricopa County;
- Children in Arizona Foster Care; and
- Customers who were enrolled with a health plan within 90 days before the new approval, AND that health plan remains available in the customer's GSA.

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## Definitions

Term	Definition
Auto Assignment	Customers who do not make a health plan selection prior to an eligibility determination are auto-assigned to a health plan.
Freedom of Choice	Customers may select the health plan of their choice within 30 days of auto assignment.
Geographic Service Area (GSA)	AHCCCS awards health plan contracts by GSA. AHCCCS health plans are responsible for providing services to customers residing in the GSA.

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## Programs and Legal Authorities

This requirement applies to the following programs:

Program	Legal Authorities
All Programs	AAC R9-22-1702



Effective Until 9/30/2015