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H Annual Enrollment Process

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Policy

Customers who are enrolled in a health plan may change their enrollment once a year during their anniversary month.

- The enrollment anniversary month is the month in which the customer was first enrolled with an AHCCCS health plan.
- If more than one person in a household receives AHCCCS Medical Services, the household's anniversary month is the month in which enrollment occurred for the customer that has been on AHCCCS for the longest time. All customers in the household who want to change health plans may do so at that time.

Exceptions:

The annual enrollment process does not apply to any of the following customers:

- Foster Care children enrolled with Comprehensive Medical/Dental Program (CMDP);
- Customers enrolled in Children Rehabilitative Services (CRS).
- Customers enrolled with Mercy Maricopa Integrated.

Electronically submit requests to <https://www.healtharizonaplus.gov> during an annual enrollment change.

Definitions

Term	Definition
Information Mailing	Enrollment choice information is mailed to each customer two months prior to his or her anniversary date.
Enrollment Choice Month	<p>The first month after the material is mailed is the enrollment choice month.</p> <ul style="list-style-type: none"> • A customer who wishes to change to a different health plan must notify AHCCCS either by mail, by calling the Automated Voice Response Phone System (IVR), or by calling the AHCCCS Communications Center during this month. • A customer who does not wish to change enrollment does not have to do anything to remain enrolled with the current health plan.
Transitional Month	The second month is the transitional month. During this time AHCCCS notifies both the current health plan and the new health plan of the enrollment change. This allows the health plans adequate time to transfer records and welcome new members.
Change Month	The enrollment change is effective the first day of the third month.

Programs and Legal Authorities

This requirement applies to the following program:

Program	Legal Authorities
All Programs	AAC R9-22-1702

