

# **NOTICE:** Company Changes - Steward Health Choice Arizona and Steward Health Choice Generations

Steward Health Choice Arizona and Steward Health Choice Generations is now owned by Blue Cross Blue Shield of Arizona. With this change, we will be changing our plan names to **Health Choice Arizona** and **Health Choice Generations**.

What does this mean to you? The good news is that there is nothing that you need to do!

We are here to answer your questions. You can call us toll free at 1-800-322-8670 (TTY 711) or visit our website at [www.HealthChoiceAZ.com](http://www.HealthChoiceAZ.com) to learn more about this change.

In the meantime, here are some answers to the most commonly asked questions:

**How will this affect members?** Other than the change in name from Steward Health Choice Arizona to Health Choice Arizona and Steward Health Choice Generations to Health Choice Generations, members should not be affected by the change. Benefit and provider options will remain the same.

**How will this affect my claims and payment from Steward Health Choice Arizona and Steward Health Choice Generations?** All claims will continue to be processed for covered services by Health Choice Arizona and Health Choice Generations in accordance with the "Billing and Reporting Requirements" outlined in your specific provider contract for services provided prior to the transition date.

**I obtained a Prior Authorization from Steward Health Choice Arizona and/or Steward Health Choice Generations prior to the transition. Must I request a new Prior Authorization from Health Choice Arizona and/or Health Choice Generations?** No. Health Choice Arizona and Health Choice Generations will honor these prior authorizations through their expiration date.

**Is the provider Network Changing?** No. BCBSAZ is acquiring Steward Health Choice Arizona and Steward Health Choice Generations and does not anticipate changes in the provider network. Thus, all Steward Health Choice Arizona and Steward Health Choice Generations provider contracts will remain in effect. This means that we expect the provider network will remain the same.

**As a Provider will I still be able to see my steward Health Choice Arizona Members?** Our goal is to make the transition from Steward Health Choice Arizona and Steward Health Choice Generations to BCBSAZ as seamless as possible. We intend to keep members assigned to their current health care providers.

**Do I need a new contract with BCBSAZ? How will this affect my reimbursement?** No. Since BCBSAZ is acquiring Steward Health Choice Arizona and Steward Health Choice Generations, all provider contracts will remain in effect.

**How will this affect member benefits?** There will be no change in members' benefits. AHCCCS requires that all of its plans provide the same covered services to its members.

**Will Member's receive new ID cards?** Health Choice Arizona and Health Choice Generations will send members a new ID card sometime in 2020. Members will continue to use their Steward Health Choice ID card until they have received their new ID card. Providers will be notified once new ID cards are issued.

