



March 15, 2021

Mike Faust, Director  
Douglas A. Ducey, Governor

Dear Caregiver,

We want to share some important information about health plan benefits for the child in your care.

Children in foster care currently receive medical and dental care, inpatient, outpatient, behavioral health, and other services through the Department of Child Safety's Comprehensive Medical and Dental Program (CMDP) and the Regional Behavioral Health Authorities (RBHAs).

**Starting April 1, 2021**, medical and dental care, inpatient, outpatient, behavioral health, and other health care services for children in foster care will be delivered by a single health plan called **Mercy Care Department of Child Safety Comprehensive Health Plan or Mercy Care DCS CHP**.

Mercy Care DCS CHP is a partnership between the DCS CMDP and Mercy Care. The goal of this partnership is to provide fully integrated health services through one STATEWIDE network that will allow all of the child's service providers to work together and provide the best possible care for the child.

#### What does this mean for you?

- You do not need to do anything about this change.
- In most cases, the child's Primary Care Provider (PCP) and other providers will remain the same. If you want to change the child's PCP, you can do so at any time. If you want to see if the child's health provider is on the new plan, you can use the Mercy Care DCS CHP Provider Directory by visiting the Mercy Care DCS CHP website at [MercyCareAZ.org](http://MercyCareAZ.org).
- Like before, some services may need prior approval. CMDP, RBHAs and Mercy Care DCS CHP will work together with you to get the services the child needs.
- Shortly after April 1, 2021, you will receive a welcome packet. The welcome packet will include instructions on how to get a member handbook. Make sure you read the member handbook. It will give you more information about the child's new plan.
- You will also receive a Mercy Care DCS CHP Member ID card for the child. Use the new ID card starting April 1, 2021.
- The change to Mercy Care DCS CHP will not impact the assignment of DCS Specialists. Continue to work with the child's assigned DCS Specialist.

Until April 1, 2021, the child will continue to receive medical, dental and behavioral health services through CMDP and the RBHAs. After April 1, 2021 these services will be through one plan. However, this should not affect your services in anyway.

If you have any questions about this notice, please call CMDP Member Services at (602) 351-2245 or 1-800-201-1795 TTY/TDD Services 7-1-1. Or email us at [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov).

Sincerely,  
DCS CMDP

*Safety · Accountability · Change · Family · Engagement · Compassion · Teaming · Advocacy*