



Northern Arizona Regional Behavioral Health Authority

Managing behavioral healthcare with a conscience.

MVD Photos Available to Providers Using AHCCCS Online to Verify Enrollment

Beginning December 15, 2011, AHCCCS will be adding photos to its on-line verification tool, AHCCCS Online that providers use to verify member eligibility. This new feature is one of many efforts to help protect members and prevent fraud. For all AHCCCS members who have an Arizona driver's license or a State issued Identification (ID) Card, AHCCCS will get their picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers use the online member verification system and enter a member's social security number, the member's picture, if available from MVD, will show on the AHCCCS eligibility verification screen along with other AHCCCS coverage information. The picture will help AHCCCS providers to quickly validate the identity of a member.

Members will be informed about the addition of MVD photos on their AHCCCS ID card carriers as well as in the Welcome Back letters. In addition, current and future AHCCCS members will be notified of this change through the applicant and member portals on the AHCCCS internet website.

If you receive a call from a provider reporting that the person in the office is not the person in the picture, inform the provider that it is their responsibility to determine if the person in their office is the AHCCCS member and that it is their responsibility to report potential incidents of fraud to the AHCCCS Office of Inspector General. Providers can report suspected fraud at <http://www.azahcccs.gov/fraud/reporting/onlineform.aspx>.