

Arizona Long Term Care System (ALTCS)

Electronic Member Change Request (EMCR) Resources



Requests to change member information (e.g. contractor type, demographics, placement, etc.) for members enrolled with a Long Term Care Tribal Plan are submitted via the EMCR process. Member Change Request Online is an internet application that allows for electronic submission of change request forms to the AHCCCS.

Here is the link to create an account and login:

<https://mcr.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>



EXTERNAL MCR Log In

EMCR x Log In x +

https://mcr.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f

Apps New Tab Health-e-Arizona >... Welcome Google News Display MCR List M Other bookmarks

AHCCCS
Arizona Health Care Cost Containment System

AZ.GOV
Arizona's Official Web Site

Member Change Request

Menu

- Login
- Register New Account
- Forgot Password
- Privacy Policy
- Contact AHCCCS
- Frequently Asked Questions
- User Guide

Thank you for visiting the MCR application (Member Change Request) at AHCCCS. In order to use this site, you must have an active account. For questions, please read the FAQ or contact our Customer Support Center at **(602) 417-4451**.

**** ATTENTION - SHARING ACCOUNTS IS PROHIBITED ****

Please remember that sharing account logins is prohibited and violates the AHCCCS User Acceptance Agreement. You should NOT share your user name and password with any other individuals. Each user must have their own web account. Access to the web site can be terminated if the User Acceptance Agreement is violated.

Use your MCR account to log in.

If you don't have an account, Please use the Register New Account option on the Menu or [Click Here](#)

Sign In

Username

Password

Forgot your Password? Use the Forgot Password link on the Menu or [Click Here](#)

- Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact Customer Support to unlock your account or use the Forgot Password feature.

AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000
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External eMCR List

Member Change Request

Menu

- Privacy Policy
- Contact AHCCCS
- Frequently Asked Questions
- User Guide

I want to

- View My MCRs
- Create a new MCR

User Account Info

Username: [Redacted]

User: [Redacted]

HealthPlanID: [Redacted]

Email: [Redacted]

Active Since: 11/13/2017 10:00:42 AM

User Account

Log Out

Get All MCR

AHCCCS ID

:: MCR List

Date Submitted	AHCCCS ID	Member Name	Office	Phone	Status	Change Type	Action
04/02/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
03/22/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
03/21/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
03/12/2019	A	[Redacted]	Main Office	602-4	Responded	Placement/Living Arrangement	
02/06/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
01/28/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
01/24/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
01/08/2019	A	[Redacted]	TSC	602-4	Responded	Demographic/Miscellaneous	
01/07/2019	A	[Redacted]	Main Office	602-4	Responded	Demographic/Miscellaneous	
01/07/2019	A	[Redacted]	Main Office	602-4	Responded	Placement/Living Arrangement	

1 2 3

FIND MEMBER

The screenshot displays the AHCCCS Member Change Request (MCR) system interface. At the top, there is a navigation bar with the AHCCCS logo (Arizona Health Care Cost Containment System) on the left and the AZ.GOV logo (Arizona's Official Web Site) on the right. A "Log Out" link is visible in the top right corner. Below the navigation bar, the main content area is divided into several sections:

- Member Change Request**: A blue header for the main section.
- Menu**: A yellow header for a list of links including Privacy Policy, Contact AHCCCS, Frequently Asked Questions, and User Guide.
- I want to**: A yellow header for a list of actions including View My MCRs and Create a new MCR.
- User Account Info**: A yellow header for a section containing a blue redaction box, the text "Active Since: 11/13/2017 10:00:42 AM", and a "User Account" link.
- Help**: A section with the text "Verify member. Select a member change request."
- Create MCR**: A yellow header for the main form area, which includes a sub-header "Find Member" and a "Create MCR" button.
- Member Information**: A section with a blue redaction box covering the input fields for Member, AHCCCS ID, Date of Birth, Customer #, Case Manager, and Case Manager Phone #.
- Select a member change request from the list of options below**: A section with a "Select one" dropdown menu containing the following options: Demographics, Placement/Living Arrangements, Client Status, Change PC within Maricopa, Medicare/Other Health Insurance, Income/Resource Change, and PAS Reassessment Request.
- Navigation**: "Previous" and "Next" buttons at the bottom of the form area.

Member Demographics Entered

The screenshot displays the AHCCCS Member Change Request web application. The header includes the AHCCCS logo, a group photo, and the AZ.GOV logo. The main content area is titled "Find Member" and features a navigation bar with "Find Member", "Create MCR", "Location", and "Send". The "Find Member" section contains input fields for "AHCCCS ID:" and "Date of Birth:" (with a date picker icon and "(mm/dd/yyyy)" format), and a "Find Member" button. Below this is the "Member Information" section with a large blue placeholder box for member details. The "Contact Information" section includes input fields for "Case Manager:" and "Case Manager Contact Phone #:", and a "Next" button. A left sidebar contains a "Menu" (Privacy Policy, Contact AHCCCS, Frequently Asked Questions, User Guide), "I want to" (View My MCRs, Create a new MCR), and "User Account Info" (Active Since: 11/13/2017 10:00:42 AM, User Account). A "Help" section provides instructions on how to use the "Find Member" button and the "Next" button.

CREATE eMCR

The screenshot shows the AHCCCS Member Change Request (MCR) creation interface. The page header includes the AHCCCS logo and the AZ.GOV logo. The main content area is titled "Create MCR" and features a navigation bar with "Find Member", "Create MCR", "Location", and "Send" options. The "Create MCR" option is currently selected. Below the navigation bar, there is a "Member Information" section with fields for "Member:", "AHCCCS ID:", "Date of Birth:", "Customer #:", "Case Manager:", and "Case Manager Phone #:". A blue box is present next to the "Date of Birth" field. Below this section, there is a heading "Select a member change request from the list of options below" and a "Select one" dropdown menu. The dropdown menu is open, showing a list of options: "Demographics", "Placement/Living Arrangements", "Client Status", "Change PC within Maricopa", "Medicare/Other Health Insurance", "Income/Resource Change", and "PAS Reassessment Request". A blue arrow points to the "Client Status" option. At the bottom of the dropdown menu, there are "Previous" and "Next" buttons. On the left side of the page, there is a "Member Change Request" sidebar with a "Menu" section containing "Privacy Policy", "Contact AHCCCS", "Frequently Asked Questions", and "User Guide". Below the menu is a "Help" section with the text "Verify member. Select a member change request." and a "User Account Info" section with a "User Account" link.

PART B eMCR Send to DFSM for the following changes ACO-LTC.

An effective date must be selected for a Part B change.
Click the Next button to save your changes and select a local office location to send this MCR.

Client Status

Part A: Sent to ALTCS local office for the following changes:

- Member requests voluntary withdrawal from ALTCS
- Change Contract type from LTC to Acute for retroactive period (refusing service)
- Temporarily Absent from Arizona
- Returned to Arizona
- Tribal Enrollment change - DHCM was contacted

Part B: Sent to DHCM for the following changes:

- From LTC to Acute - (Attach case notes)
- From Acute to LTC

Comments:

Part B: Send to DFMSM the following changes.

Part B: Sent to DHCM for the following changes:

From LTC to Acute - (Attach case notes)

From Acute to LTC

Services are available

No longer refusing services

Back in service area

From Acute to LTC effective begin date:
 (mm/dd/yyyy)

From Acute to LTC end date:
 (mm/dd/yyyy)

Comments:

Effective begin and end dates must match member's CA161 or eMCR cannot be processed.

Select Local Office To Receive eMCR

Select Local Office to Receive MCR

DFSM

Add Electronic Attachments

Please select the documentation type:

You will send related documentation by:

Description:

Select file to upload (Maximum size 2M):

Browse...

(* .doc, *.pdf, *.jpg, *.gif)

Add

Previous

Next

Review and Submit eMCR

Review and Submit MCR

Find Member**Create MCR****Location****Send**

Sent to: **DFSM**

Client Status Part B

Member Details:
Member Name: [REDACTED]
AHCCCS Id: [REDACTED]
DOB: [REDACTED]
Case Manager: [REDACTED]
Case Manager Phone #: [REDACTED]

Client Status:

From LTC to Acute	No
Services not available:	No
Temporarily out of service area:	No
Refusing HCBS Services:	No
Effective Begin Date:	
End Date:	
Service being sought:	

From Acute to LTC	Yes
Services are available:	No
No longer out of service area:	No
No longer Refusing Services:	Yes
Effective Begin Date:	04/01/2019
End Date:	

Comments:

help

Verify information entered.

Click Save and New button to submit this MCR and create new MCR for same AHCCCS member.

Click Send to submit this MCR.

Save and New

Previous

Send

CA161 ACO Contract Type: T

TR: CA161 AHCCCS - LONG TERM CARE 04/05/19
 NTR: _____ I PLACEMENT MAINTENANCE 07:25:43
 NAME: _____ WORKER ID: LT02L115
 AHCCCS ID: _____
 LAST CES DATE: _____ CURR CSMGR: _____ LATEST ACN: _____ BHS: _____
 LAST REVIEW DATE: _____ NEXT REVIEW DATE: _____

LATEST PC: **T** ENROLL DATE: _____ DISENROLL DATE: _____
 CTRT TYPE: _____ BEHAVIORAL HEALTH CODE: _____

PLACEMENT CDE	RES CDE	PLACEMENT REASON	PLACEMENT BEG DATE	PLACEMENT END DATE	WORKER ID	DATE LAST MODIFIED
D	1	12	02/18/2016	03/31/2019	123456	03/31/2019
H	1	13	04/01/2019		123456	04/01/2019
—	—	—	—	—	—	—

PART B: Sent to DFSM for the following changes.

Part B: Sent to DHCM for the following changes:

From LTC to Acute - (Attach case notes)

- Services not available
- Refusing HCBS Services (Voluntary Discontinuance not signed)
- Temporarily out of service area

From LTC to Acute effective begin date:
 (mm/dd/yyyy)

From LTC to Acute end date:
 (mm/dd/yyyy)

From Acute to LTC

Comments:

CA161 LTC Contract Type: P

TR: CA161 AHCCCS - LONG TERM CARE 04/05/19
 NTR: _____ I PLACEMENT MAINTENANCE 07:25:43
 NAME: _____ WORKER ID: LT02L115
 AHCCCS ID: _____
 LAST CES DATE: _____ CURR CSMGR: _____ LATEST ACN: _____ BHS: _____

LAST REVIEW DATE: _____ NEXT REVIEW DATE: _____
 LATEST PC: **P** ENROLL DATE: _____ DISENROLL DATE: _____
 CTRT TYPE: _____ BEHAVIORAL HEALTH CODE: _____

PLACEMENT CDE	RES CDE	PLACEMENT REASON	PLACEMENT BEG DATE	PLACEMENT END DATE	WORKER ID	DATE LAST MODIFIED
D	1	12	02/18/2016	03/31/2019	123456	03/31/2019
H	1	13	04/01/2019		123456	04/01/2019