



# DFSM – IHS/638 QUARTERLY FORUM MEETING SUMMARY

for January 20, 2016  
1:00 to 3:00 PM Gold Room

## Attendees:

Pascua Yaqui billing team  
TCRHCC - Lisa Begay, Shannon Tera, Melverta Barlow  
Parker  
WIHCC - Cecelia Jackson, Elvira Chezumpena, Carol Chitwood,  
Alutha Yellowhair, Kelly Sagahey  
Fort Defiance - Christine Becenti  
Rainbow Treatment Center - John Zacher  
PIMC - Cheryle King, Marie Butte, Sandra Smith  
Salt River Health Svcs - Lydia  
Tucson Area Office - Karen Begay  
Navajo - Sara  
Inter Tribal Council of Arizona - Alida Montiel  
TON-DHHS - Lynnita Hoffman  
Sage Memorial - Alirita Nelson  
Gila River Healthcare – Navarro Gis

Elizabeth Carpio, DFSM Assistant Director  
Anne Dye, DFSM Deputy Assistant Director  
Evie Grunwald, DFSM Claims Policy/Audit/Education Administrator  
Arlyn Valencia, DFSM Training  
Ronnie Escobedo, DFSM  
Krystal Moore, DFSM Claims

## Meeting Summary

<p>Welcome and Roll Call</p>	<p>Anne Dye</p>
<p>New AHCCCS Web Design</p>	<p>Christopher Vinyard, Office of the Director, Legislative Liaison</p> <p>Any of your favorite links to the AHCCCS website should be updated with the new web address link.</p> <p><u>Question/Response:</u> Who do we contact if we have a problem with the new web page? Send an email to: <a href="mailto:Providertrainingffs@azahcccs.gov">Providertrainingffs@azahcccs.gov</a></p>
<p>Program and Member Eligibility</p>	<p>Toni Tapia, DMS, Program Services Evaluator/Policy Specialist Ed Acosta, DMS Policy Specialist</p> <p>Division of Member Services (DMS) is working with Arizona jails and prison systems to suspend the AHCCCS eligibility for a member while incarcerated then re-activate the eligibility on release date.</p> <p>(Power Point presentation is available to view)</p> <p><u>Question/Response:</u> How long does it take for a change on HEA+? Most changes should be completed within 7-10 business days although some changes may take longer</p> <p>What does DOC mean? Department of Corrections</p> <p>When an inmate is released should their [eligibility] info update be in the system? Yes, the eligibility should be updated in the system for the release date.</p> <p>Questions about eligibility for inmates contact Ed Acosta via phone or email</p>

<p>FFS Behavioral Health Rates Update</p>	<p>Markay Adams, DFMS Behavioral Health Administrator</p> <p>(Power Point presentation is available to view)</p> <p>Effective 10/1/2015 there are 2 different rate schedules: AHCCCS rates for Title XIX (Medicaid)</p> <p><a href="https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/BehavioralHealthrates.html">https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/BehavioralHealthrates.html</a></p> <p>DBHS B2.5 Appendix for non-Title XIX</p> <p><a href="http://www.azdhs.gov/bhs/documents/covserv/appendixb2.5.pdf">http://www.azdhs.gov/bhs/documents/covserv/appendixb2.5.pdf</a></p>
<p>New UB-04 Computer-Based Training (CBT) Online</p>	<p>Albert Escobedo, DFMS Acting Operations Administrator</p> <p>These CBTs are available on the AHCCCS DFMS website: Billing on the 1500 audio and visual Billing on the UB-04 currently visual only; audio update soon</p> <p>Please note: These CBT modules perform best with Explorer rather than Google.</p>
<p>General Questions ?</p>	<p>Note: scheduled time was utilized by the presentations without time for the general question and answer segment. However, the following are some of the emailed questions and the DFMS response.</p> <p><u>Question:</u> Are we able to bill AHCCCS for the [telemedicine] spoke site even though patient did not get any other billable clinic services?</p> <p><u>Response:</u> No, the IHS/638 facility cannot bill an AIR for the spoke site service.</p> <p><u>Question:</u> There has been some instances where a patient's TPL has terminated but is still showing up in the TPL tab on the AHCCCS Online Verification. Who is the contact person to correct this?</p> <p><u>Response:</u> In the January 2016 Claims Clues available online there is an article that will answer your questions. <a href="https://www.azahcccs.gov/PlansProviders/Downloads/ClaimsClues/2016/Jan_2016.pdf">https://www.azahcccs.gov/PlansProviders/Downloads/ClaimsClues/2016/Jan_2016.pdf</a></p> <p><u>Question:</u> Are Nutrition Visits billable when the provider is a DM educator?</p> <p><u>Response:</u> No, Diabetic Education services are NOT a covered service. Refer to the IHS/Tribal Billing Manual, Chapter 8, sections for Registered Dietitians and for Nutritionist Services for the criteria and limitations.</p> <p><u>Question:</u> Can we bill a pharmacy encounter for services such as helping with glucometers, battery replacement, downloading blood sugar readings, etc.?</p> <p><u>Response:</u> No, these are not billable pharmacy services. Only the initial pharmacy encounter for the glucometer and to counsel the member on using the machine is one billable service. Follow up services or repeat training on the glucometer use is not a billable service.</p>