Tribal ALTCS Web Page

AHCCCS has updated its Tribal ALTCS web page.

Information contained on the web page includes:

An overview of the Tribal ALTCS health plan benefits;

- A listing of Tribal ALTCS programs and contact information;
- Prior Authorization information;
- Tribal ALTCS Case Management Resources;
- Provider Enrollment Information; and

- Tribal ALTCS Notifications (sent out via Constant Contacts).

Additionally Tribal ALTCS programs and Case Managers are invited to sign up to receive email news alerts from the Division of Fee-for-Service Management (DFSM). These email news alerts are periodically sent out regarding changes to the program, benefits, policies, billing rules and rates updates. Sign up here.

AHCCCS Provider Enrollment Portal (APEP) to Launch on June 1, 2020 (Date Changed)

rovider Enrollment Portal (APEP). The new online system will allow providers to:

- Enroll as an AHCCCS provider.
- Update information (such phone and addresses).
- Upload and/or update licenses and certifications.

This change, from a manual process to a new, automated system will streamline the provider enrollment process. Initial applications will be processed more quickly and changes to current enrolled providers will all be completed online.

The portal is expected to be available June 1, 2020.

For more information and Frequently Asked Questions please visit the AHCCCS Provider Enrollment Portal web page.

Forward this email subscription form to anyone who would like to receive email updates regarding Provider Enrollment and the new portal.

If you have questions please contact Provider Enrollment at:

- If you have questions please contact Provider Enrollment at:
- 1-800-794-6862 (In State - Outside of Maricopa County)
- 1-800-523-0231 (Out of State)

Electronic Visit Verification (EVV)

In the summer of 2020 AHCCCS anticipates the implementation of Electronic Visit Verification (EVV) for Direct Care Worker Agencies.

Electronic Visit Verification (EVV) is mandated for all Medicaid personal care and home health services that require an in-home visit by a provider. EVV is a system in which a Direct Care Worker Agency (DCWA) will be equipped with an electronic device, similar to a smart phone, and utilize this device from the initial visit to a member's home until the visit's conclusion.

EVV is required for all AHCCCS registered Direct Care Agencies; therefore, these providers must participate in any and all upcoming meetings relating to the EVV implementation.

If you have any questions, or concerns regarding EVV please visit the Arizona Medicaid EVV website

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EVV is required for all AHCCCS registered Direct Care Agencies; therefore, these providers must participate in any and all upcoming meetings relating to the EVV implementation. This is a requirement pursuant to Section 1903 of the Social Security Act (42 U.S.C. 1396b), also known as the 21st Century Cures Act. In order to prevent a reduction in the Federal Medical Assistance Percentage (FMAP), AHCCCS is mandated to implement Electronic Visit Verification (EVV) for non-skilled in-home services (attendant care, personal care, homemaker, habilitation, respite) and for in-home skilled nursing services (home health).

The EVV system, must at a minimum, electronically verify the:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

What Stays the Same	What Will Change
Members have choice of provider	Paper timesheet will be eliminated
Availability of services	EVV devices will be used to verify service delivery
Members have choice of individual direct care worker	How member/representative signature is collected
How services are provided	Verification will be required by member/representative at the end of every visit/shift
Where services are provided	

If you have any questions, or concerns regarding EVV please visit the Arizona Medicaid EVV website.

Covered Behavioral Health Services Guide – Important Update

Important Notice:

Information contained within the AHCCCS Covered Behavioral Health Services Guide (CBHSG) has been transitioned into the following areas:

- AHCCCS Medical Policy Manual (AMPM) Policy 310-B, Behavioral Health Services Benefit

  - Title XIX/XXI benefit information.

- AMPM Policy 320-T, Non-Title XIX/XXI Behavioral Health Services

  - Non-Title XIX/XXI service information.

- Appropriate AMPM Policies as necessary, including:

  - AMPM Policy 310-BB, Transportation; and

  - AMPM Policy 310-V, Behavioral Health Residential Facilities (BHRFs).

- The Fee-For-Service (FFS) and IHS/Tribal Provider Billing Manuals **Undergoing updates as of 10/27/2019.

  - Chapter 19, Behavioral Health Services, FFS Provider Billing Manual

    - Behavioral Health services billing information for FFS Providers

      - Note: Billing information in the FFS Provider manual is primarily directed to FFS providers; however, the general billing information not identified as specific to FFS providers may also be referred to by ACC (MCO) providers. For FFS Providers, any billing information noted as specific to ACC (MCO) only does not apply to FFS.

- Chapter 12, Behavioral Health Services, IHS/Tribal Provider Billing Manual

  - Behavioral Health services billing information for IHS/Tribal Providers. the ACC plan directly for billing related questions.

For providers serving AIHP/FFS members, the DFSM Provider Training team can be reached at ProviderTrainingFFS@azahcccs.gov.

Providers serving ACC plan members should refer to the enrolled ACC plan billing manual, and/or contact the ACC plan directly for billing related questions.

Telehealth Services - Important Update

Important Notice:

Information contained within the Telehealth Training Manual shall be transitioned into the following areas:

- AHCCCS Medical Policy Manual (AMPM) 320-I, Telehealth Services.

- The Fee-For-Service (FFS) and IHS/Tribal Provider Billing Manuals

  - Chapter 10, Individual Practitioner Services, of the Fee-for-Service Provider Billing Manual

  - Chapter 8, Individual Practitioner Services, of the IHS/Tribal Provider Billing Manual

AMPM 320-I, Telehealth Services, recently finished up a public comment period. AHCCCS is reviewing the public comments and upon finalizing our review will post updates in the AMPM.

New Standards and Reporting Requirements for Opioid Treatment Programs

As a result of ARS 36-.2907.14, (SB1525) AHCCCS and its contracted health plans are implementing new standards and reporting requirements* for all Opioid Treatment Programs (OTPs) receiving AHCCCS reimbursement. These new standards and reporting requirements are in addition to all State or Federal licensing and registrations requirements.

New OTP Sites:

- On August 27th of 2019, newly-established OTP sites were required to submit to and obtain AHCCCS approval for all the plans listed below along with a checklist (to be developed). AHCCCS approval of each plan is required prior to the provision of AHCCCS reimbursable services for these new OTP sites. If approved, the new OTP site will be required to submit an annual report containing all of the identified plans and checklist in November of each year.

Existing OTP Sites:

- Existing AHCCCS registered OTP sites are to submit/update annual reports each November.

Plans required from the OTPs include:

1. Detailed security plan
2. Neighborhood engagement plan
3. Comprehensive plan to demonstrate how the OTP ensures that appropriate medication-assisted standards of care are met
4. Community relations and education plan
5. Current diversion control plan

For a bullet pointed document listing the standards for designating 24/7 access points for treatment of Opioid Use Disorders Statewide, please visit the AHCCCS website at: https://www.azahcccs.gov/Members/Downloads/BehavioralHealthServices/24_7COE.pdf

For additional information on OTP topics please visit the AHCCCS website at: https://www.azahcccs.gov/Members/BehavioralHealthServices/OpioidUseDisorderAndTreatment/OTP_Requirements.html

*OTPs not required to hold Arizona Department of Health Services (ADHS) licensure are exempt from the requirements.

Provider Training Web Page

AHCCCS Provider Training offers training to Fee-For-Service (FFS) providers on how to submit claims, prior authorization requests, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the AHCCCS Online Provider Portal and the Transaction Insight Portal.

The AHCCCS Provider Training team also offers periodic trainings whenever there are significant changes in AHCCCS policy or to the AHCCCS billing manuals.

Additionally, AHCCCS offers a provider training web page on the AHCCCS website, located at: https://www.azahcccs.gov/Resources/Training/DFSM_Training.html

The AHCCCS Provider Training web page provides information on:

- The DFSM Claims Clues Newsletter;

- How to sign up for "Constant Contacts," DFSM's E-mail Notification System;

- The DFSM Provider Training Schedule;

- Access to Power Point Presentations for past trainings; and

- Contact information for the DFSM Provider Training Team.

By reading the DFSM Claims Clues Newsletter and signing up for Constant Contacts providers can remain apprised of changes to the AHCCCS program, claims and billing updates and requirements, and system changes.

Upcoming Provider Trainings

Download training schedule.

Feb. 03, 2020 Monday 9:30 AM – 11:00 AM ZOOM Meeting Link	**Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training** BHRF Policy overview and How to submit a PA request for BHRF providers only. Session will be held via Zoom or Google Hangouts Meet Only
Feb. 24, 2020 Monday 9:30 AM – 11:00 AM ZOOM Meeting Link	**Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training** BHRF Policy overview and How to submit a PA request for BHRF providers only. Session will be held via Zoom or Google Hangouts Meet Only
Feb. 11, 2020 Tuesday 2:00 PM – 3:30 PM Zoom Meeting Link	**IHS/638 Tribal Forum** Discussion of policy updates, changes, or challenges AHCCCCS and the IHS Facilities are experiencing. This Quarterly forum will be held using Zoom or Google Hangouts Meet only.
Feb. 05, 2020 Wednesday 9:00am – 9:30am ZOOM Meeting Link	**General Direct Care Agency (DCA) Worker Training : Audit Tool** The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving. Session will be held via Zoom or Google Hangouts Meet Only
Feb. 18, 2020 Tuesday 9:00am – 9:30am ZOOM Meeting Link	**General Direct Care Agency (DCA) Worker Training : Audit Tool** The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving. Session will be held via Zoom / Google Hangouts Meet Only
Feb. 04, 2020 Tuesday 9:00 am – 9:45am ZOOM Meeting Link	**AHCCCS NEMT Trip Report, Updates** How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders. Session will be held via Zoom or Google Hangouts Meet Only
Feb. 25, 2020 Tuesday 9:00 am – 9:45am ZOOM Meeting Link	**AHCCCS NEMT Trip Report, Updates** How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders Session will be held via Zoom or Google Hangouts Meet Only
Feb. 12, 2020 Wednesday 9:00am – 10:00 am ZOOM Meeting Link	**AHCCCS Remittance Advice** Understanding the Remittance Advice Session will be held via Zoom or Google Hangouts Meet Only
Feb. 18, 2020 Tuesday 10:00am – 11:00am 1:00pm – 2:00pm	**One on One Provider Training** By Appointment only. Availability for one-on-one provider sessions on AHCCCS Policies and Billing Procedures. Email ProviderTrainingFFs@azahcccs.gov to schedule a session. Provider Training may cover the following topics: • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal Session will be held via Zoom or Google Hangouts Meet Only
Feb. 20, 2020 Thursday 9:00 am – 10:00 am 10:30 am – 11:30 am	**One on One Provider Training** By Appointment only. Availability for one-on-one provider sessions on AHCCCS Policies and Billing Procedures. Email ProviderTrainingFFs@azahcccs.gov to schedule a session. Provider Training may cover the following topics: • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal Session will be held via Zoom or Google Hangouts Meet Only