

# Welcome to IHS/638 Quarterly Forum

July 6, 2017

Gold Room 701-3

1:30 p.m. – 3:00 p.m.



# Agenda

	TOPIC	PRESENTER
1	Welcome & Introductions	Rachel Byrne
2	Introduce New Trainer	Rachel Byrne
3	American Indian Medical Home (AIMH)	Karen Grady
4	AIMH Website	Karen Grady
5	Constant Contact	Arcelia Velazquez
6	Claims Clues	Rachel Byrne
7	Pharmacy NDC System Issues	Albert Escobedo
8	Call for Topics	Arcelia Velazquez
9	Upcoming Trainings	Arcelia Velazquez



# American Indian Medical Home (AIMH)



# American Indian Medical Home



MCOs	Provide members with PCPs, case management, and call lines as an administrative service
IHS/638 Facilities	No administrative dollars for case management or call lines
AIMH	Provide a PMPM payment to qualified IHS/638 facilities to support care coordination services for AIHP members

# American Indian Medical Home



- AIMH Medical Homes provide:

Required	Optional
Primary Care Case Management (PCCM)	Diabetes Education
24 Hour Call Line	Participation in the state HIE

# AIMH Provider Requirements

- IHS or Tribal 638 facility
- PCCM accreditation - NCQA or another appropriate accreditation body, OR
- National IHS Improving Patient Care (IPC) program annual attestation

**MUST HAVE**

# Eligible IHS/638 Provider Types

---

- 02 – Level I Hospital
- 05 – Clinic (excluding Dental Providers)
- IC – Integrated Clinic
- C2 – Federally Qualified Health Center (FQHC)
- 29 – Community/Rural Health Center (RHC)

# AIMH Providers Requirement (Cont'd)

---

- Enter into AIMH IGA
- Annual renewal





# AIMH Provider Requirements

---

- **Diabetes Education** (Optional)
  - Diabetes education accreditation through a recognized accreditation agency
- **HIE** (Optional)
  - Participate in the state Health Information Exchange

# AIMH Service Levels and PMPM

- **AIMH service levels for prospective PMPM reimbursement (\$13.26 PMPM)**
  - Primary care case management
  - 24 hour call line
- **Optional services for additional PMPM**
  - Diabetes education (**additional \$2 PMPM**)
  - Participate in State HIE (**additional \$7.50 PMPM**)
- **Annual increase of 4.6%**



# AIMH Service Levels and PMPM

## Prospective PMPM payments based on service level provided:

- **First level AIMH:** PCCM services and 24 hour telephonic access to the care team.  
**PMPM Rate: \$13.26**
- **AIMH and Diabetes Education:** All services in first level plus diabetes education.  
**PMPM Rate: \$15.26**
- **AIMH and participates in State HIE:** All the services in first level plus participates in state HIE.  
**PMPM Rate: \$20.76.**
- **AIMH with Diabetes Educati**  
three levels.  
**PMPM Rate: \$22.76.**



**HIE:** All services described in the first

# Service Levels Overview

AIMH Level	PMPM Rate	PCCM	24 hour Telephonic Access to the Care Team	Diabetes Education	State HIE
1	\$13.26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
2	\$15.26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	\$20.76	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
4	\$22.76	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# AIMH Application Requirements

- Signed AIMH IGA
- AIMH Registration Form
- Supporting Documents for Service Level
- EDI Checklist
- W-9 Form



# AIMH Application Process



- Facility submits Application Packet to DFSM
- DFSM reviews Application Packet (5 days)
- DFSM sends request to ISD to assign AIMH ID and rate (15-20 days)
- Facility works with ISD to set up PMPM payments via 820 EFT system
- Facility may begin assigning members via AHCCCS online

# AIMH PMPM Prospective Payment

- Prospective PMPM to AIMH where member was assigned the prior month as of point in time processing cut off:
- Member assigned at Facility A as of 10/25, 10/26 processing run, PMPM will be paid for November
- Member assignment ends 10/25, PMPM will not be paid to Facility A for November

# AIMH Member Requirements

- Title XIX only; no Kidscare
- AIHP enrolled members only
- No Tribal ALTCS
- Participation is voluntary
- Member may discontinue at any time
- Member may switch AIMH at any time
- Facility must keep signed AIMH form on file





# AIMH Implementation Timeline

- SPA approved by CMS
- 10/1/17 – IHS/638 facilities may begin submitting AIMH application packets
- After 11/1/17 – Prospective PMPM payments for assigned members begin



# AIMH Web Page & AIMH email



<https://www.azahcccs.gov/AmericanIndians/AmericanIndianMedicalHome/>



[AIMH@azahcccs.gov](mailto:AIMH@azahcccs.gov)

# Questions?



# Thank You.





# Constant Contact



# What is it?

---

- Receive emails regarding our upcoming trainings, notices, claims clues, etc.
- Stay connected! Be aware of what's to come.
- Easy to sign up!

# Example



Dear AHCCCS Fee-for-Service Providers,

AHCCCS will be providing a training session on **June 8, 2017 at 2:00 pm – 3:00 pm** (Phoenix Time) on **Replacement & Void**.

Providers and their staff are welcome to attend in person or by Webinar/Teleconference.

Appearing in Person: (Note: No Reservation is required) **AHCCCS Administration  
701E. Jefferson, 3rd floor Gold Room, Phoenix, AZ 85034**

Joining via Webinar/Teleconference: (Note: No reservation is required)

Dial In Info:

1. Dial the Conferencing access number: 1-877-820-7831
2. Dial the Conferencing Pass code: 162140#

Participant Features:

**Mute /Un-mute** \*6  
Increase volume \*4  
Decrease volume \*7  
Increase Microphone \*5  
Decrease microphone \*8

**PLEASE MUTE YOUR PHONE  
DO NOT PLACE YOUR PHONE ON HOLD; THIS WILL DISRUPT THE  
TRAINING WITH MUSIC.**

Click on the following link to **join** for the meeting via Go to Meeting:

<https://global.gotomeeting.com/join/646047026202292737/114942886>

By joining Go to Meeting you will see the presentation live but will need to call-in to hear the discussion.

**NOTICE:** This e-mail and any attachments to it may contain information that is **PRIVILEGED and CONFIDENTIAL** under State and Federal law and is intended only for the use of the specific individual(s) to whom it is addressed. This information may only be

Reaching across Arizona to provide comprehensive  
quality health care for those in need

# How to sign up

- Start at the AHCCCS web page
  - <https://www.azahcccs.gov/>



Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.



# Resources → DFSM Training

The screenshot shows the AHCCCS website interface. At the top, there is a navigation bar with the AHCCCS logo and a search bar. Below this is a main menu with categories: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS?. The 'RESOURCES' menu is expanded, showing several sub-sections: Oversight of Health Plans, Governmental Oversight, Hospital Finance & Utilization Information, Health Plan Report Card, Reports, Solicitations & Contracts, Guides - Manuals - Policies, Grants, Electronic Data Interchange (EDI), Community Partners (HEAplus), and Pharmacy. A blue arrow points to the 'DFSM Training' link within the 'Guides - Manuals - Policies' section. At the bottom of the page, there is a language selection bar and a social media feed.

# Subscribe

HOME	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?	
------	-------------	--------------------	-----------------	------------------	-----------	------------------	---------	--


<a href="#">Medicare Part D Billing</a>  (April 20, 2017)
<a href="#">Arizona Long Term Care System (ALTCS) Dental Benefit</a>  (April 3, 2017)
<a href="#">How to Status a Claim Using the AHCCCS Online Portal</a>  (March 17, 2017)
<a href="#">Prior Authorization (PA)</a>  (March 10, 2017)
<a href="#">Behavioral Health Non-Emergency Medical Transportation (BH NEMT)</a>  (March 1, 2017)
<a href="#">Claims Submission using the AHCCCS OnLine Portal</a>  (February 16, 2017)
<a href="#">National Drug Code (NDC)</a>  (January 12, 2017)

## Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates

[DFSM Claims Clues Newsletter](#)

## Claims Status

For status information on your claims, please use the [AHCCCS On-Line Portal](#)  If you require technical assistance with the portal, please contact the AHCCCS ISD Customer Support Desk at 602-417-4451. If you are unable to resolve the issue using the portal, please contact AHCCCS Claims Customer Service at 602-417-7670, option 4.

Please email the Division of Fee-For-Service Management's Training Team at: [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

# Subscribe



HOME	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?
------	-------------	--------------------	-----------------	------------------	-----------	------------------	---------

[Home](#) / [Plans & Providers](#) / [This Page](#)

- AHCCCS Online
- ▼ Health Plans
- ▼ New Providers
- ▼ Current Providers
- Guides - Manuals - Policies
- ▼ Rates and Billing
- Pharmacy

## Subscribe to email newsletters from AHCCCS

We invite you to sign up for the various newsletters published by Divisions within AHCCCS. Click on the Divisions below to see a list of available newsletters. You may unsubscribe at any time by clicking the Unsubscribe link at the bottom of every email.

**Division of Fee for Service Management:** news for the various Fee for Service healthcare providers.

**Office of the Director:** press releases, general announcements, notices of public comment periods and pharmacy program updates.



Reaching across Arizona to provide comprehensive quality health care for those in need

# Fill out all fields

Make sure to fill in all required fields marked with a red asterisk \*



## Subscribe to the AHCCCS DFSM Email Notifications/Updates

Please complete the required fields\* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!

\* Email Address

\* First Name

\* Last Name

\* Phone Number

\* Company

# Mark the provider specialty

## Email Lists

- FFS - BH Providers
- FFS IHS-638 Providers
- FFS TRBHA Distribution
- FFS-All Providers
- FFS-Ancillary
- FFS-DFSMCARECOORDINATION
- FFS-HCBS Providers
- FFS-Hospital-Facilities
- FFS-Practitioners
- FFS-Transportation
- General Interest
- Integrated Svcs

Mark the appropriate provider specialty and hit sign up.



Sign Up

# You're all set!

---

- Receive immediate notifications regarding important notices.
- Plan ahead and determine which trainings you would like to attend.

# Questions?

Please feel free to contact us at:

[ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)



Thank You.







# Claims Clues



# What is Claims Clues?

***Claims Clues*** is a periodic publication provided by the AHCCCS Division of Fee for Service Management.

- The AHCCCS Claims Clues newsletter serves as one of the DFSM Provider training resources.
- Notification of changes to AHCCCS Programs
- Highlights system changes and updates
- Updates on billing policies and requirements



CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

**FEDERAL EMERGENCY SERVICES PROGRAM (FESP)**  
OVERVIEW, COVERED SERVICES, BILLING REQUIREMENTS

**OVERVIEW**

AHCCCS provides emergency health care services through the Federal Emergency Services Program (FESP) for qualified and nonqualified aliens, as specified in 8 USC 1611 et seq, who meet all requirements for Title XIX eligibility as specified in the State Plan except for citizenship. The covered services, limitations and exclusions described

- FESP recipients are not enrolled in health plans
- FESP recipients have no primary care physician

in this chapter offer general guidance to providers. Specific information can be found in the AHCCCS Medical Policy Manual (AMPM) available on the AHCCCS web site at [www.azahcccs.gov](http://www.azahcccs.gov).

**COVERED SERVICES AND LIMITATIONS**

The services billed must meet the federal definition of emergency services as defined in federal law in 1903 (v) of the Social Security Act and 42 CFR

440.255 in order for a claim to be considered for reimbursement. "Emergency medical or behavioral health condition" for a FESP recipient means a medical condition (including labor and delivery) or a behavioral health condition manifesting itself by acute symptoms of sufficient severity, including extreme pain, such that the absence

of immediate medical attention could reasonably be expected to result in: [1] Placing the recipient's health in serious jeopardy (this includes serious harm to self for purposed of behavioral health) [2] Serious impairment to bodily functions [3] Serious dysfunction of any bodily organ or part, or [4] Serious physical harm to another person (for behavioral health condition).

**PROVIDER EDUCATION DATES**  
• Replacements & Voids  
6/8/17 2:00-3:00pm  
Gold Rm - 3<sup>rd</sup> Floor

**UPCOMING HOLIDAY**  
• 7/4/17 Independence Day

**ELECTRONIC PAYMENT SIGN UP**  
Contact:  
ISDCustomerSupport@azahcccs.gov  
-OR-  
Call 602-417-4451

- Prior Authorization Questions FFS PA Line (602) 417-4400
- Claims Customer Service Billing Questions (602) 417-7670
- Provider Registration Process Questions (602) 417-7670 Fax Applications (602) 256-1474

- Technical Assistance with Online Web Portal Please email [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

June 1, 2017 DFSM Claims Clues

# How does this benefit me?

- Schedule opportunities for training
- Know how to contact AHCCCS for your various needs
- Stay current and informed of billing changes

# Be the Driver of Change

*“Drivers of Change” investigate the key issues and trends driving change in our societies and work environments.*



Additional benefits include:

- Assistance with problem claims
- Effectively manage your time (less time on phone)
- Correct first time claim submissions for faster payment turn around times
- **Become your office EXPERT!**

# Sign me up!



There are two ways to receive *Claims Clues*:

1. Visit the AHCCCS website  
<https://www.azahcccs.gov/>

Google Custom Search

HOME	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?
------	-------------	--------------------	-----------------	------------------	-----------	------------------	---------

**Oversight of Health Plans**  
Administrative Actions  
Contracted Health Plan Audited Financial Statements

**Reports**  
Reports to CMS  
Reports to the Legislature  
Population Reports

**Guides - Manuals - Policies**  
**DFSM Training**

- Scroll to “Links and Contacts”

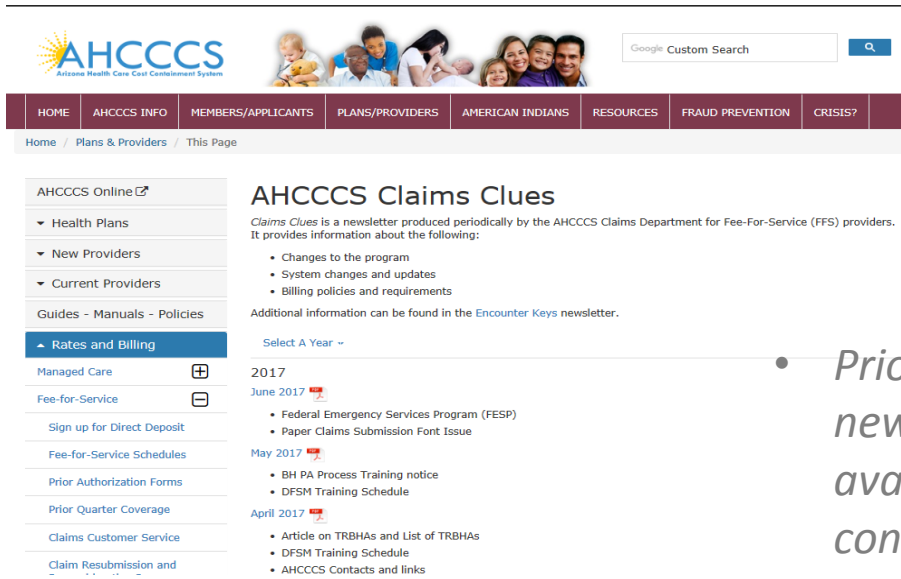


## Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates

[DFSM Claims Clues Newsletter](#)

- The link provided is dedicated to the *Claims Clues* newsletter webpage

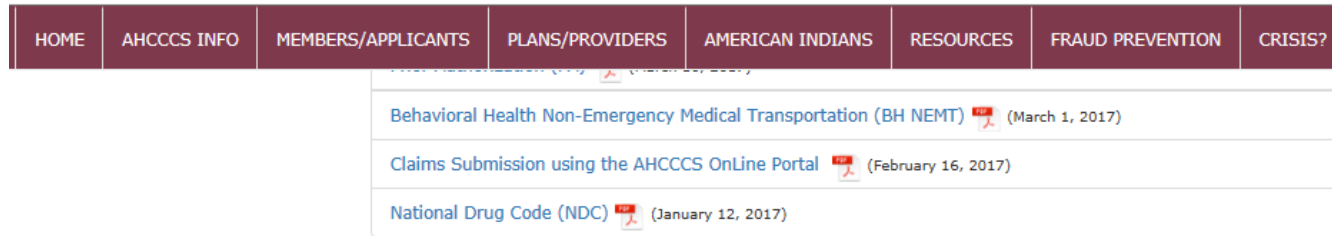


- *Prior month newsletters are also available for your convenience.*

The second option to receive *Claims Clues* is via email:



2. Located in the “Links and Contacts” section within the previously mentioned AHCCCS webpages



### Links and Contacts

[Subscribe](#) to receive notifications about upcoming trainings, forums, and important business updates  
[DFSM Claims Clues Newsletter](#)

When you subscribe through the [Division of Fee for Service Management](#) newsletter, *Claims Clues* will come directly to your email.

# Questions ?

Please feel free to contact us at:

[ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)





# Thank You.





# IHS/638 Pharmacy NDC System Issues

Reaching across Arizona to provide comprehensive  
quality health care for those in need

# Pharmacy Dual Medicare Members

## **System Issue One** (Begin and End Dates):

Our system is currently not reading the begin and end dates for Medicare Coverage and is denying the claims as part D. This only impacts Dual Eligible NDC claims.

This issue is currently with our IT department to correct the coding. They are in the coding design stage and will try and expedite the coding, testing, and promotion of the changes. Estimated promote date is July 20, 2017.

Once the correction is complete, we will identify and recycle claims that were inappropriately denied.

# Pharmacy Dual Medicare Members

## **System Issue Two** (Pharmacy D Tables):

The pharmacy D tables in our system are outdated and set-up wrong causing pharmacy claims to deny for NDC code is on the part D list.

Again this only impacts Dual Eligible.

The tables are currently being updated. The coding issue is currently with our IT department to correct the coding that is used in processing these types of claims. They are in the coding design stage and will try and expedite the coding, testing, and promotion of the change being done. Estimated promote date is July 20, 2017.

Once the correction is complete we will identify and recycle claims that were inappropriately denied.

# Pharmacy Dial Medicare Members

## **System Issue Three** (Duplicate Claims):

Only one pharmacy claim per member per day should be billed. Currently if you unbundle the claims and bill each NDC on separate claims, our system will pay each claim up to 5 creating overpayments.

Clinic visits may deny for exceeding five AIR limits if five pharmacy claims were billed and paid.

Our IT department was able to fix the duplicate logic issue. The fix was promoted on June 29, 2017.

We're in the process of identifying and recycling the duplicate pharmacy claims to recoup the overpayments.

# Pharmacy Dual Medicare Members

We will inform IHS/638 stakeholders when the corrections are complete.

We will then identify and recycle claims that have been inappropriately denied and or paid.

Estimated promote date is July 31, 2017. We will let you know if this changes.

# Questions?



# Thank You.





# Call for Topics



**We are listening and would love your ideas!**

Let us know what topics you'd like to see training in.

Call for Topics Form will be attached to our upcoming GotoWebinars.

Complete and forward to [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)



### Call for Topics

We are listening and greatly appreciate your feedback!

What would you like to see training in?

Name:

Phone:

Email:

Organization:

Training Ideas:

Topic	Description

# Upcoming Trainings



# July Trainings

---

Topic	Date	Time
Navigating the AHCCCS Website	July 13, 2017	1:30 pm – 3:00 pm (MST)
Constant Contact	July 20, 2017	2:30 pm – 4:00 pm (MST)
Claims Clues	July 27, 2017	2:30 pm – 4:00 pm (MST)

# How to join

---

- Quarterly schedules are published on the AHCCCS webpage at:
  - <https://www.azahcccs.gov/Resources/DFSMTTraining/index.html>
- Receive reminders through Constant Contact
- Join us in person or via GotoWebinar
  - Mini sessions will be held exclusively on GotoWebinar.
- Registration is **NOT** required to join in person
- Registration **IS** required to join via GotoWebinar

# Questions & Answers



# THANK YOU!

