

AHCCCS Overview



**AHCCCS/ADHS/ADES Tribal Consultation Session
Phoenix, Arizona
November 30, 2007**

**Anthony Rodgers
Director**

Arizona Health Care Cost Containment System (AHCCCS)



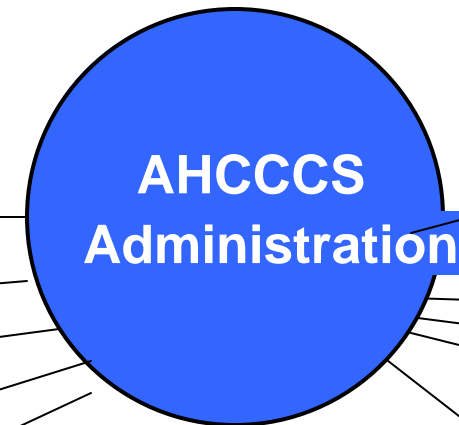
AHCCCS – Who We Are

- State of Arizona's Medicaid Agency established in 1982
- More than 1 million individuals are enrolled in AHCCCS, approximately 1 in 6 Arizonans
- AHCCCS covers acute, long term care, and behavioral health services

Arizona Health Care Cost Containment System

Funding

- Federal
- State
- County
- Private
- Premium Grants



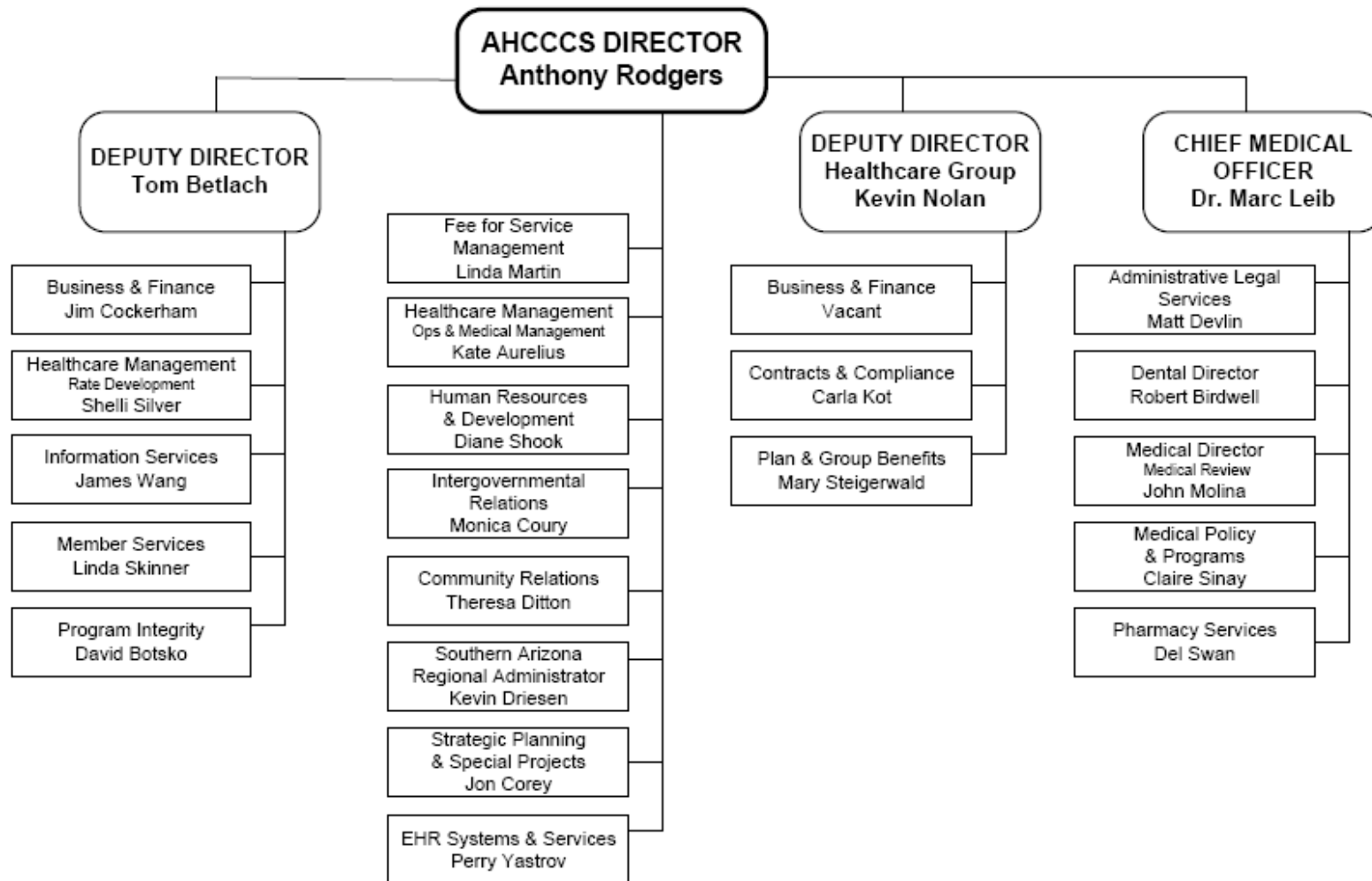
- Policy
- Eligibility (Special Populations)
- MCO Contract Management
- Monitor Care and Financial Viability
- Information Services
- Budget and Claims Processing
- Legal
- Intergovernmental Relations
 - Rate Setting and medical cost management
 - Assuring quality of care and health outcomes

Product Lines

- Acute Care
- Long Term Care
- Healthcare Group

- Acute Health Plans
- LTC Program Contractors
- State Agencies
 - DHS (Beh. Health)
 - DES (Eligibility)
- Fee-for-Service
 - Native Americans
 - Illegal Immigrants

AHCCCS Organizational Chart





AHCCCS Vision / Mission / Core Values

VISION:

Shaping tomorrow's managed health care ...
From today's experience, quality and innovation.

MISSION:

Reaching across Arizona to provide comprehensive,
Quality health care for those in need.

CORE VALUES:

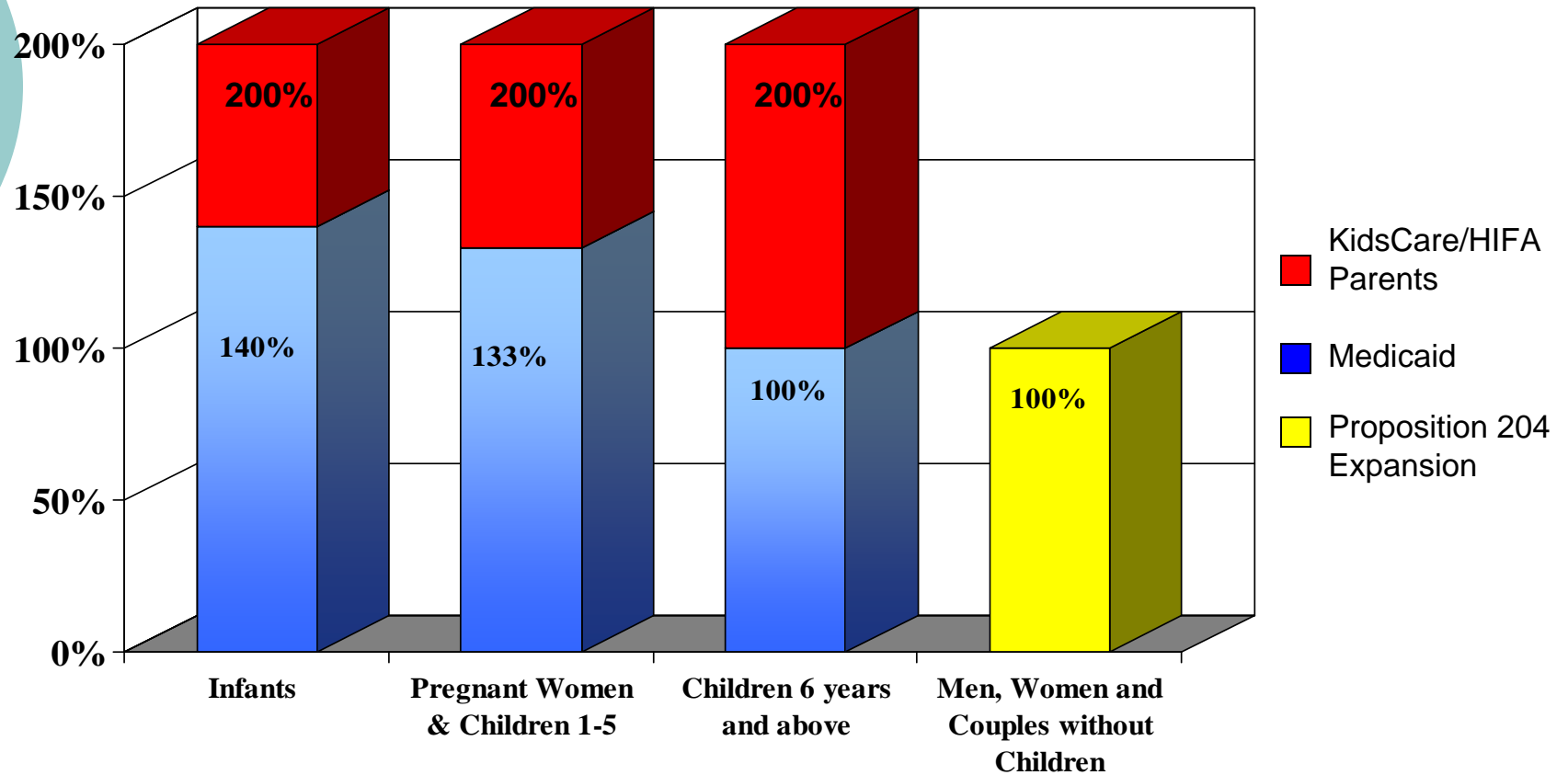
Passion, Community, Quality, Respect, Accountability, Innovation,
Teamwork, and Leadership.



AHCCCS Eligibility Requirements

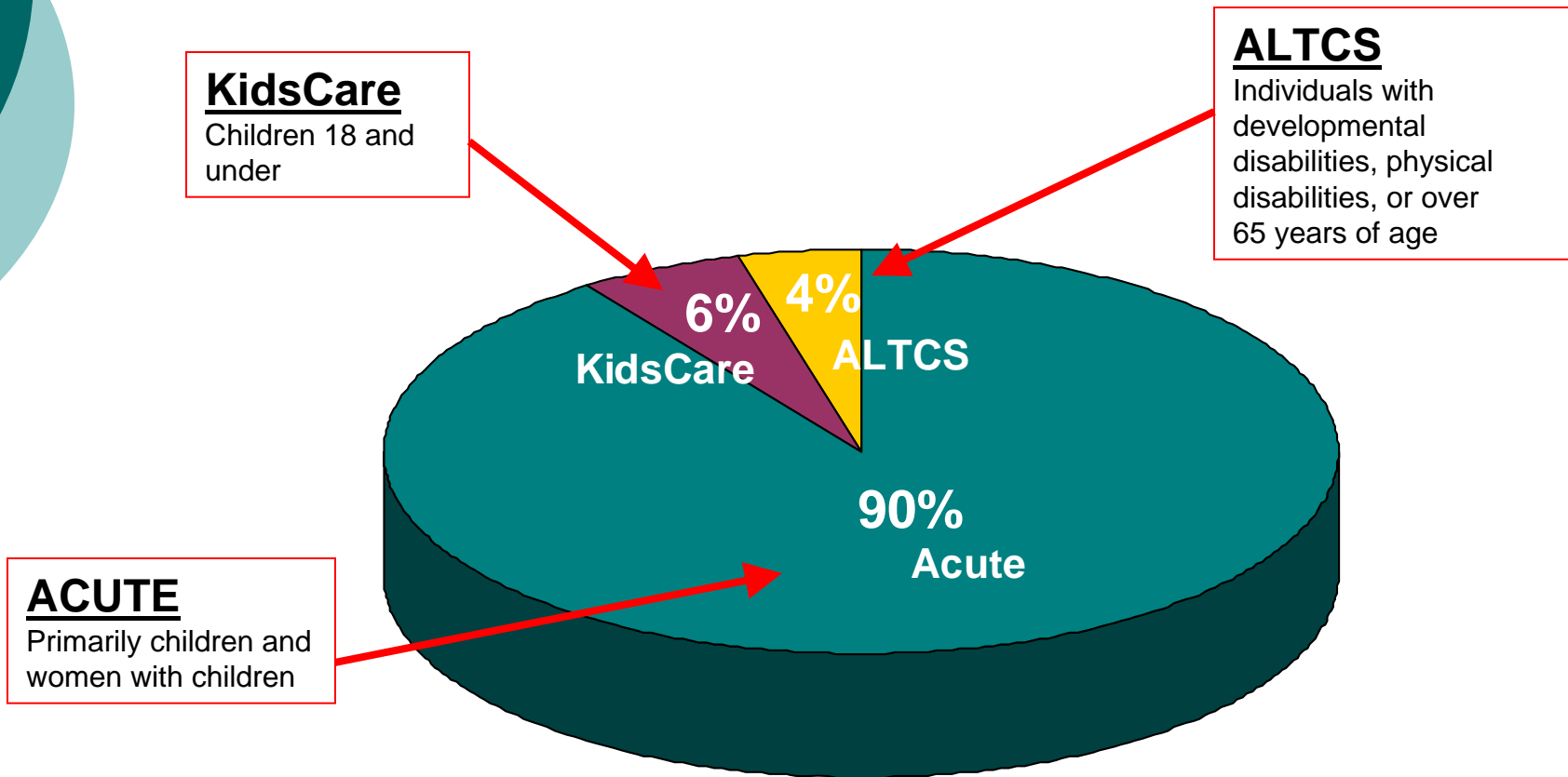
- Based on the Federal Poverty Level (FPL)
- 100% FPL is the baseline
- FPL Revised Every April
- Different eligibility categories have different requirements

Eligibility Levels



Note – This chart does not include income levels for optional programs like Ticket to Work and Breast and Cervical Cancer.

Primary AHCCCS Programs



Source: AHCCCS Monthly Eligibility and Enrollment Report, January 2007 Cover Memo. Figures do not include individuals included within Healthcare Group, Premium Sharing, SLMB/Qualified, or Medicare Cost Sharing.



Where to Apply

- Arizona Department of Economic Security
- Social Security Administration
- AHCCCS local offices
- Hospitals and clinics
- IHS and 638 facilities
- Health-e Arizona (Web-based application) User Sites
- Federally-Qualified Health Centers
- Some community organizations



Eligibility Agencies

- SSA
 - SSI Cash
- DES
 - AHCCCS for Families & Children
 - SOBRA & Parents covered under HIFA
 - AHCCCS Care
 - Medical Expense Deduction
 - Federal Emergency Services
- AHCCCS
 - ALTCS
 - KidsCare & Parents covered under HIFA
 - Federal Emergency Services
 - Breast/Cervical Cancer Treatment Program
 - Freedom to Work

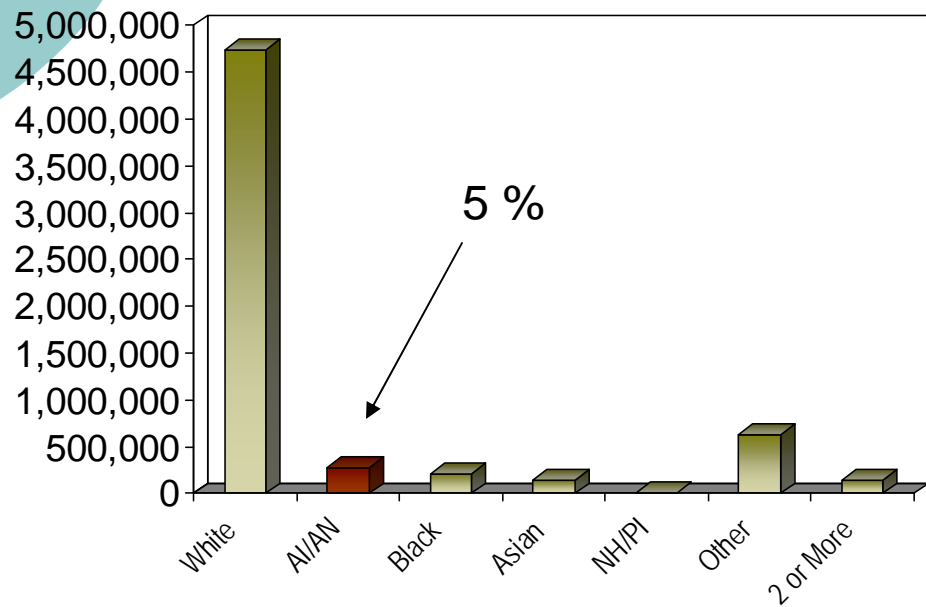


AHCCCS Population

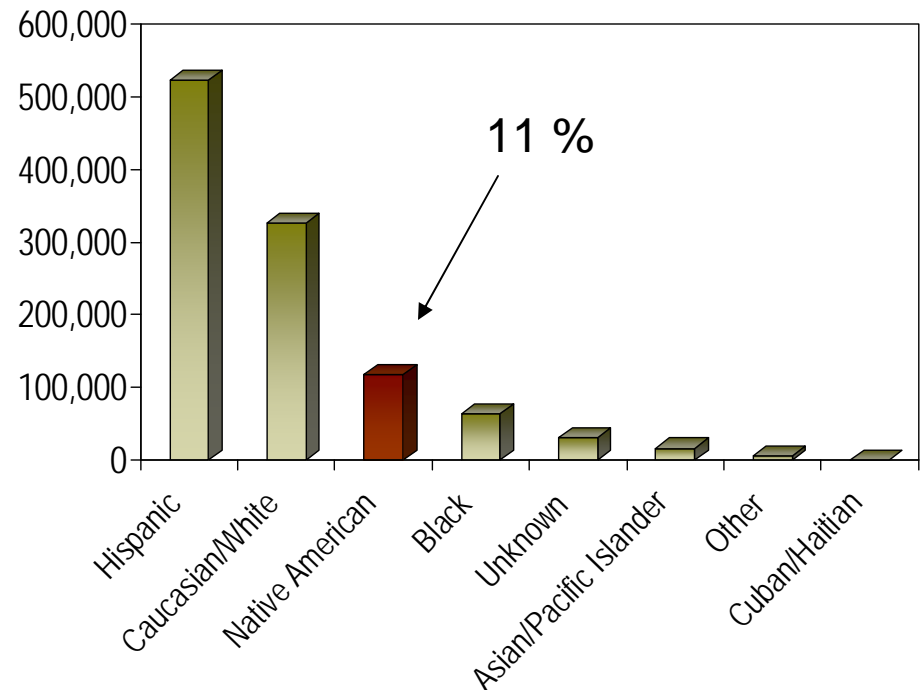
- Member population: 1,082,593 members (Oct. 1, 2007)
- Children Under 19
- Parents of Minor Children
- Pregnant Women
- Seniors - 65 Years of Age or Older
- Disabled
- Blind

American Indians and Alaska Natives in Arizona

- Arizona population: 6,166,318
- 277,732 American Indians/Alaska Natives
- AHCCCS members: 1,082,593
- 117,440 AI/AN AHCCCS members



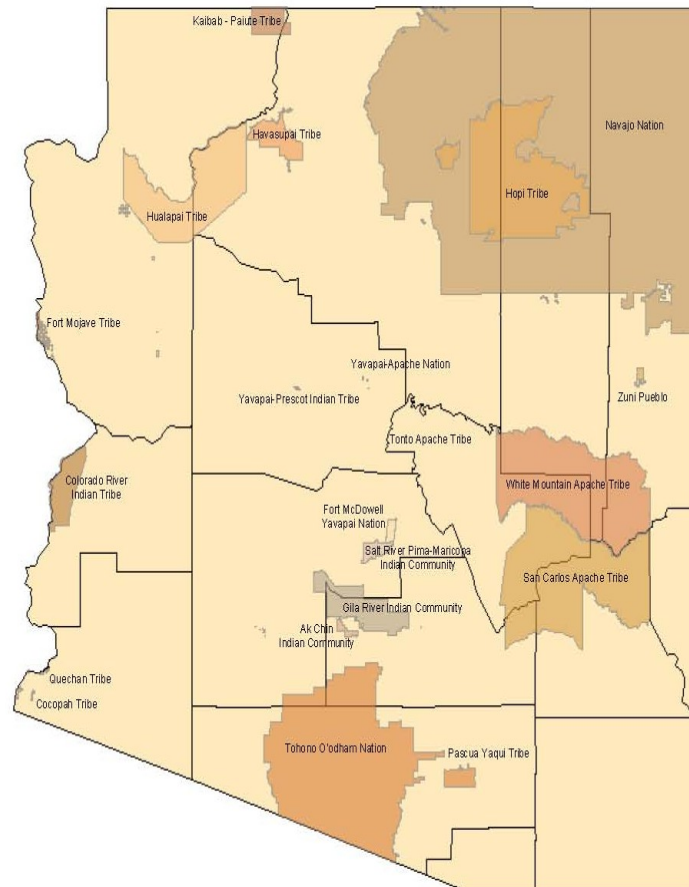
Source: U.S. Census Bureau, 2006
American Community Survey



Source: AHCCCS, October 2007

Arizona Tribes

Ak-Chin Indian Community
 Cocopah Tribe
 Colorado River Indian Tribes
 Fort McDowell Yavapai Nation
 Fort Mojave Indian Tribe
 Gila River Indian Community
 Havasupai Tribe
 Hopi Tribe
 Hualapai Tribe
 Kaibab-Paiute Tribe
 Navajo Nation



Pascua Yaqui Tribe
 Quechan Tribe
 San Carlos Apache Tribe
 Salt River Pima-Maricopa Indian Community
 San Juan Southern Paiute
 Tohono O'odham Nation
 Tonto Apache Tribe
 White Mountain Apache Tribe
 Yavapai Apache Nation
 Yavapai Prescott Indian Tribe
 Zuni Pueblo

(Map Courtesy of the Inter Tribal Council of Arizona, Inc.)



Executive Order on Tribal Consultation

- Consultation and Cooperation with Arizona Tribes (Executive Order 2006-14)
 - Calls all Executive Branch agencies to:
 - Develop and implement tribal consultation policies to guide their work and interaction with federally-recognized tribes in Arizona
 - Designate a member of their staff to act as a central point of contact and assume responsibility for implementation of policies; and
 - Review their policies each year and submit report to Governor and Legislature outlining actions taken as a result of the policies.
 - www.governor.state.az.us



AHCCCS Tribal Consultation Policy

- To ensure that reasonable notice and opportunity for consultation with Indian Tribes is provided by the AHCCCS Administration regarding high-level policy changes that significantly impact Indian Tribes in the State of Arizona. Allows for locally relevant and culturally appropriate approaches to important issues.
- Consultation occurs whenever the AHCCCS Director and Tribal Officials, and/or their designees, engage in oral or written correspondence to discuss an issue
- Consultation with a single Indian Tribe will not substitute for consultation with other Indian Tribes on issues that may affect more than one Indian Tribe
- Communication with the Advisory Council on Indian Health Care, the Inter Tribal Council of Arizona, and the Indian Health Service (IHS) Area Offices do not substitute for direct communication with the Indian Tribes in Arizona



AHCCCS Tribal Consultation Activities

- DRA Documentation Requirements (May 06 - July 06)
 - Two tribal conference calls
- IHS/AHCCCS Name Change Jan 07 (February 07)
 - Written correspondence
 - Current: IHS/AHCCCS
 - Anticipated Change: AHCCCS American Indian Health Program
- KidsCare Outreach (July 07)
 - Tribal conference call
- Acute Care RFP Process (September 07)
 - Tribal conference call



Acute Care

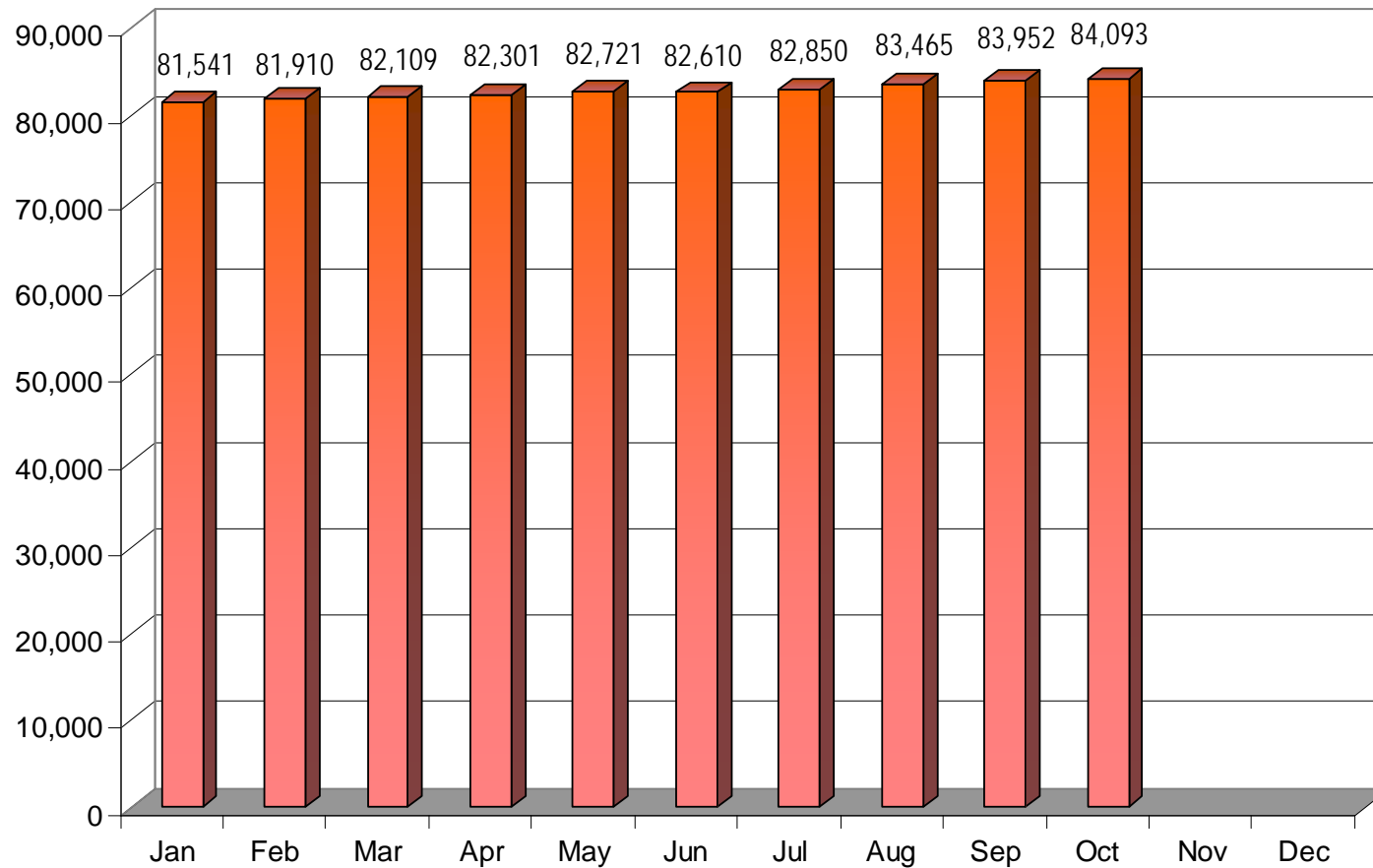
Native American AHCCCS Members



Acute Care Enrollment Choices

- Native American AHCCCS members have the option to enroll in an acute managed care health plan (e.g., APIPA, Mercy Care) or to select IHS/AHCCCS
- IHS/AHCCCS members may switch between a managed care plan and IHS/AHCCCS at any time by notifying AHCCCS
- Native American AHCCCS Health Plan members may receive services at an IHS or 638 facility

IHS/AHCCCS Enrollment 2007



Source: AHCCCS, November 2007

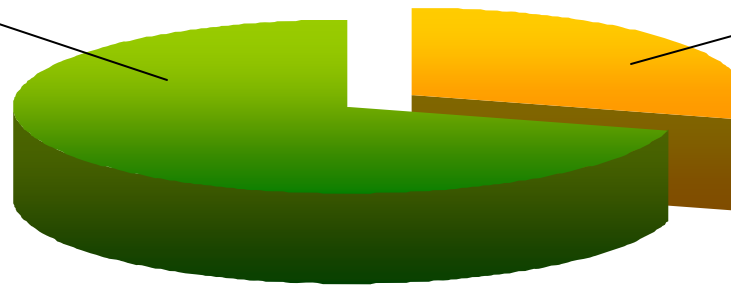
Native American Acute Care Members

**IHS/AHCCCS
Fee-for-Service**

73%

**Health Plan
Enrollees**

27%



**On
Reservation**

42%

**Off
Reservation**

58%



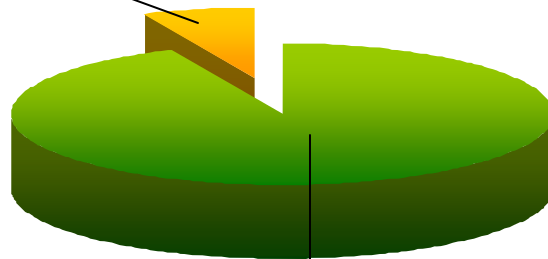
Source: AHCCCS, October 2007

Native American Acute Care Members

On Reservation

Health Plan

7%



IHS/AHCCCS

93%

Off Reservation

Health Plan

61%



IHS/AHCCCS

39%



Acute Care Covered Services

- Hospital care
- Doctor's visits
- Pharmacy
- Medical Supplies
- Lab & Imaging Services
- Durable Medical Equipment
- Behavioral Health Services
- Medically Necessary Transportation

For more information, please refer to the AHCCCS Medical Policy Manual



IHS/AHCCCS Acute Care Presenting Issues

Top 10 issues:

1. Developmental disorders, including reading and language disorders
2. Diabetes
3. Chronic renal failure
4. Acute upper respiratory disorders
5. Pneumonia
6. Normal delivery
7. Cellulitis and abscess of leg
8. Cesarean delivery
9. Perineal laceration
10. Abnormality in fetal heart rate/rhythm



Long Term Care

Native American ALTCS Members



Tribal ALTCS Case Management

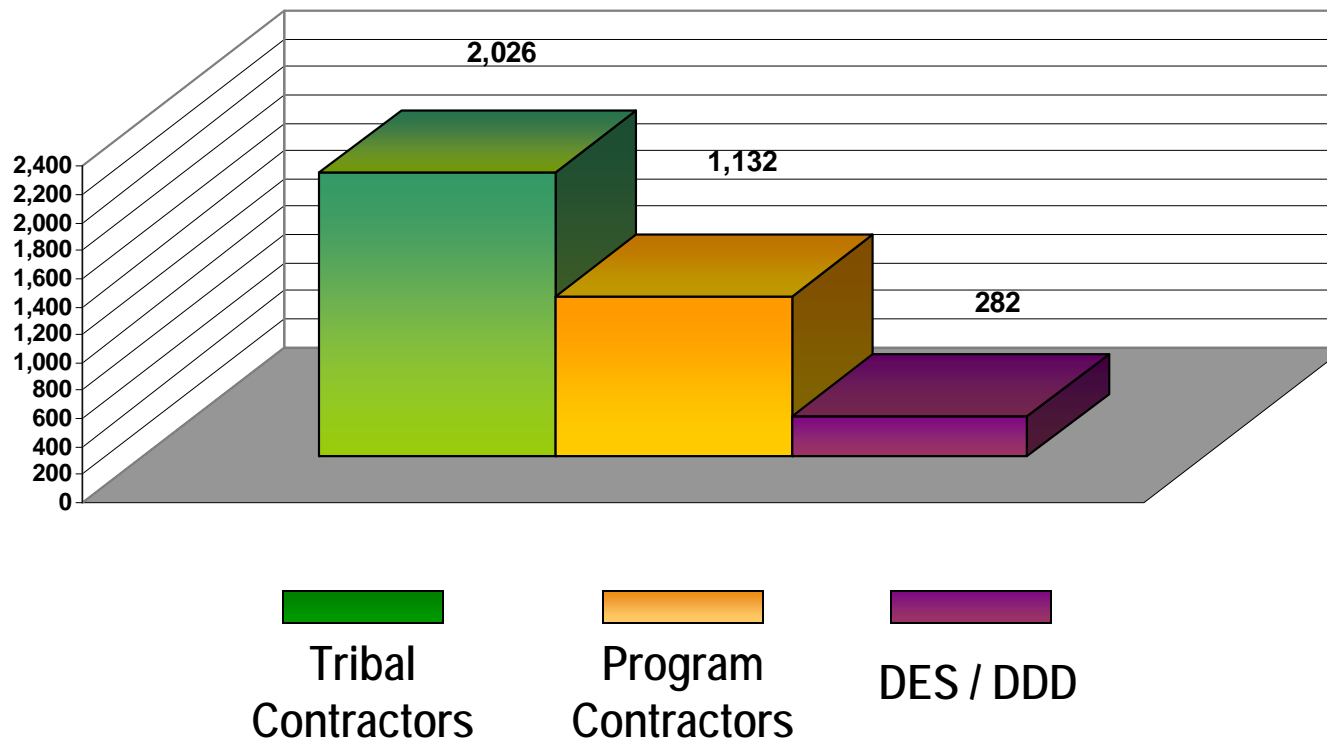
- **Tribal Contractors**

- Gila River Indian Community
- Hopi Tribe
- Navajo Nation
- Pascua Yaqui Tribe
- San Carlos Apache Tribe
- Tohono O'odham Nation
- White Mountain Apache Tribe

- **Urban Indian Health Program Contractor**

- Native American Community Health Center (Phoenix) – Serves tribes without IGA

Native American ALTCS Members



Source: AHCCCS, October 2007



ALTCS Covered Services

- Acute care services
- Behavioral health services
- Attendant care and personal care services
- Homemaker services
- Home delivered meals
- Home health nursing
- Home health aide
- Adult day care
- Respite care
- Hospice
- Nursing home care
- Assisted living facility
- Durable medical equipment
- Medical supplies

For more information, please refer to the AHCCCS Medical Policy Manual, Chapter 1200



ALTCS Program Updates

- ALTCS Dental

- Effective October 1, 2007, AHCCCS will cover medically necessary diagnostic, therapeutic and preventive dental services up to \$1,000 per contract year (10/1 – 9/30) for **ALTCS** members age 21 and older.

- Spouses as Paid Caregivers

- Effective October 1st, spouses who are qualified to provide basic health care services to their husband or wife, can be compensated through a new program called, “Spouses as Paid Caregivers.”



AHCCCS Strategic Plan

Strategic Initiative on Native American
Health Care



AHCCCS Strategic Plan 2008-2012

Strategic issues:

1. Health Care Costs
2. Health Care Quality
3. The Uninsured
4. Organizational Capacity

Strategic Initiatives:

- Responding to a Growing Aging Population
- Native American Health Care

For recommended strategies, please refer to the Strategic Plan at www.azahcccs.gov



Strategic Initiative on Native American Health Care

- Also referred to as the Native American Health Initiative (NAHI)

Key Issues:

1. Unique Health Care Needs
2. Availability and Accessibility of Care
3. Data Needs and Information Exchange



Native American Health Initiative

NAHI Goals:

- Improve Native American health status within state/federal policy and guidelines
- Expand dialogue, partnerships, and collaboration with I/T/Us
- Ensure correct reimbursement to IHS/638 facilities through appropriate billing for covered services, resulting in expanded, enhanced, and improved services



NAHI Telemedicine Collaboration

- IHS and AHCCCS are collaborating to achieve procedural reimbursement improvements to strengthen the business model for telehealth in Arizona
- Representatives from IHS and AHCCCS have discussed opportunities for such improvements that will support IHS commitments to telehealth in Arizona
- These discussions have led to improvements to telehealth reimbursement procedures that will significantly advance the implementation of telehealth services across Indian health care in Arizona

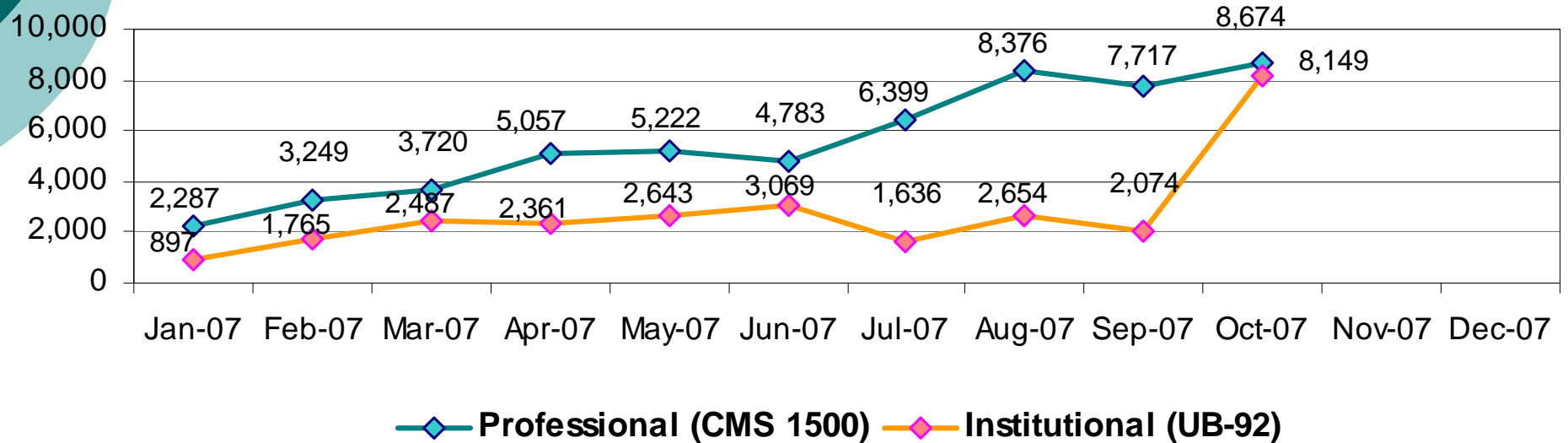


NAHI Accomplishments

- Provided technical assistance to Indian Health Service, Tribally-operated 638, and Urban Indian Health Programs (I/T/Us) in order to:
 - Identified missed opportunities to bill for covered services
 - Trained staff regarding overall appropriate billing practices
 - Trained staff to work Remittance Advices for eventual payment
 - Trained staff on online claims submission
- Met with I/T/Us to discuss collecting detailed procedure code information on claims in order to:
 - Ensured appropriate claims payment
 - Began to review utilization and quality of services

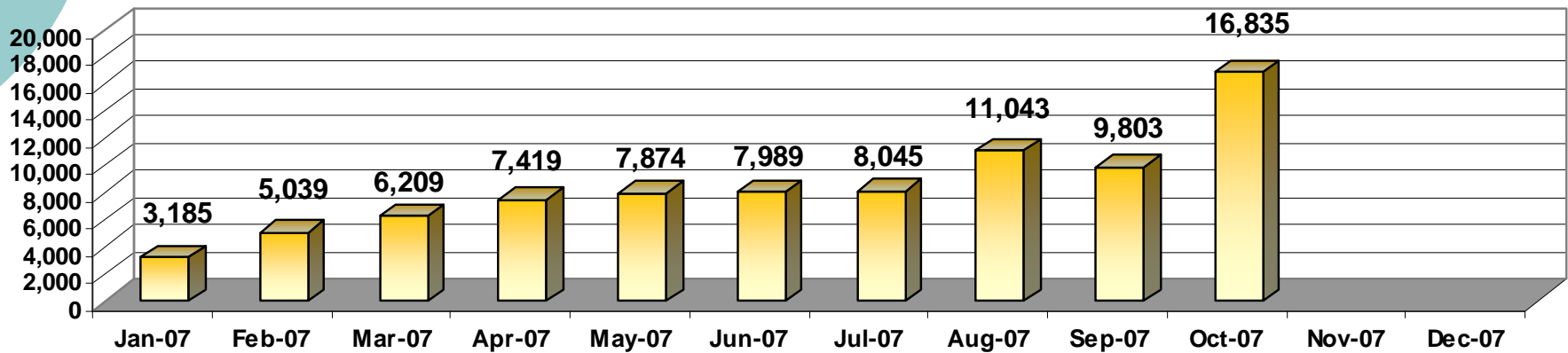
Monthly Online Claims 2007

Professional and Institutional Online Claims Submitted Monthly to AHCCCS

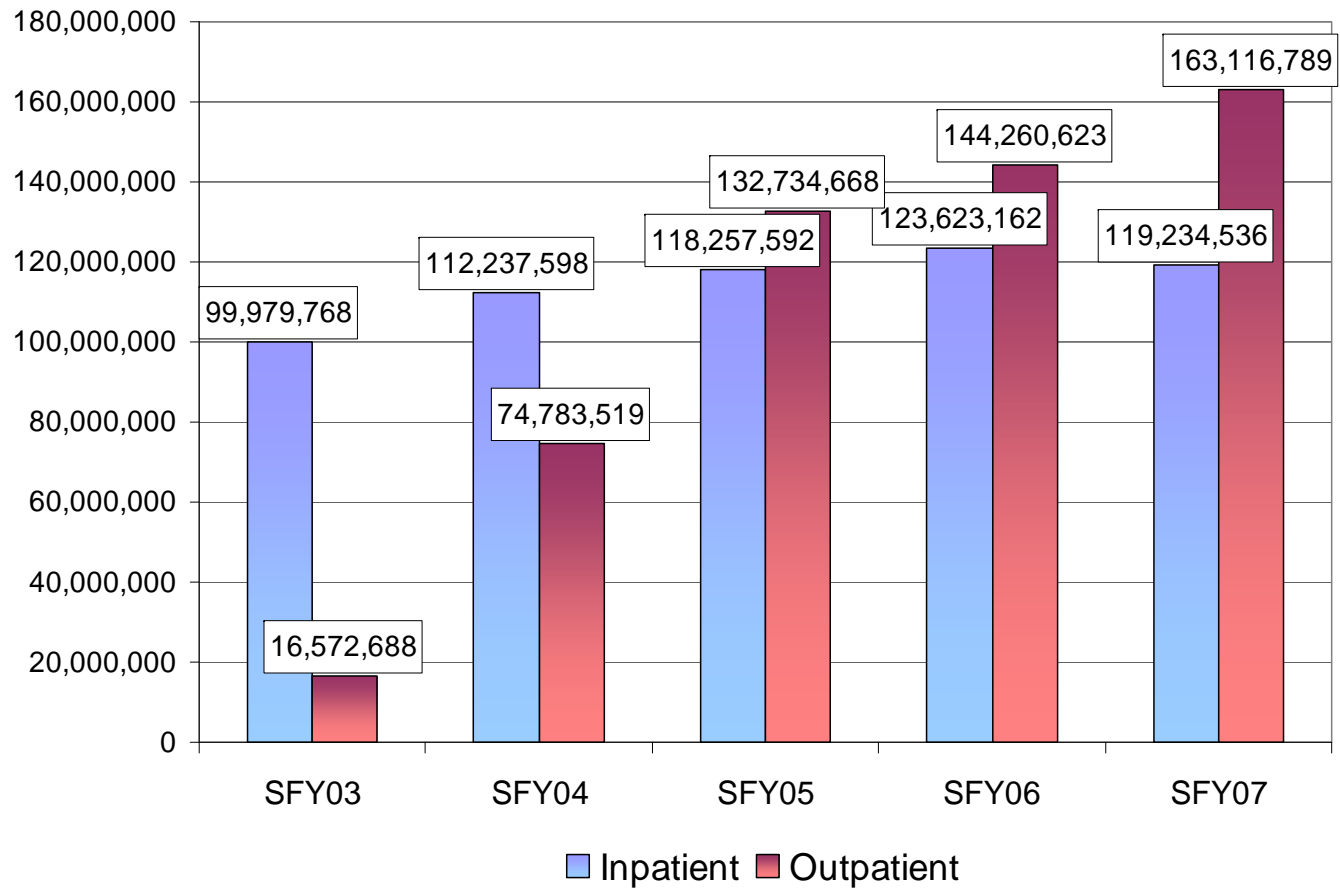


Monthly Online Claims 2007

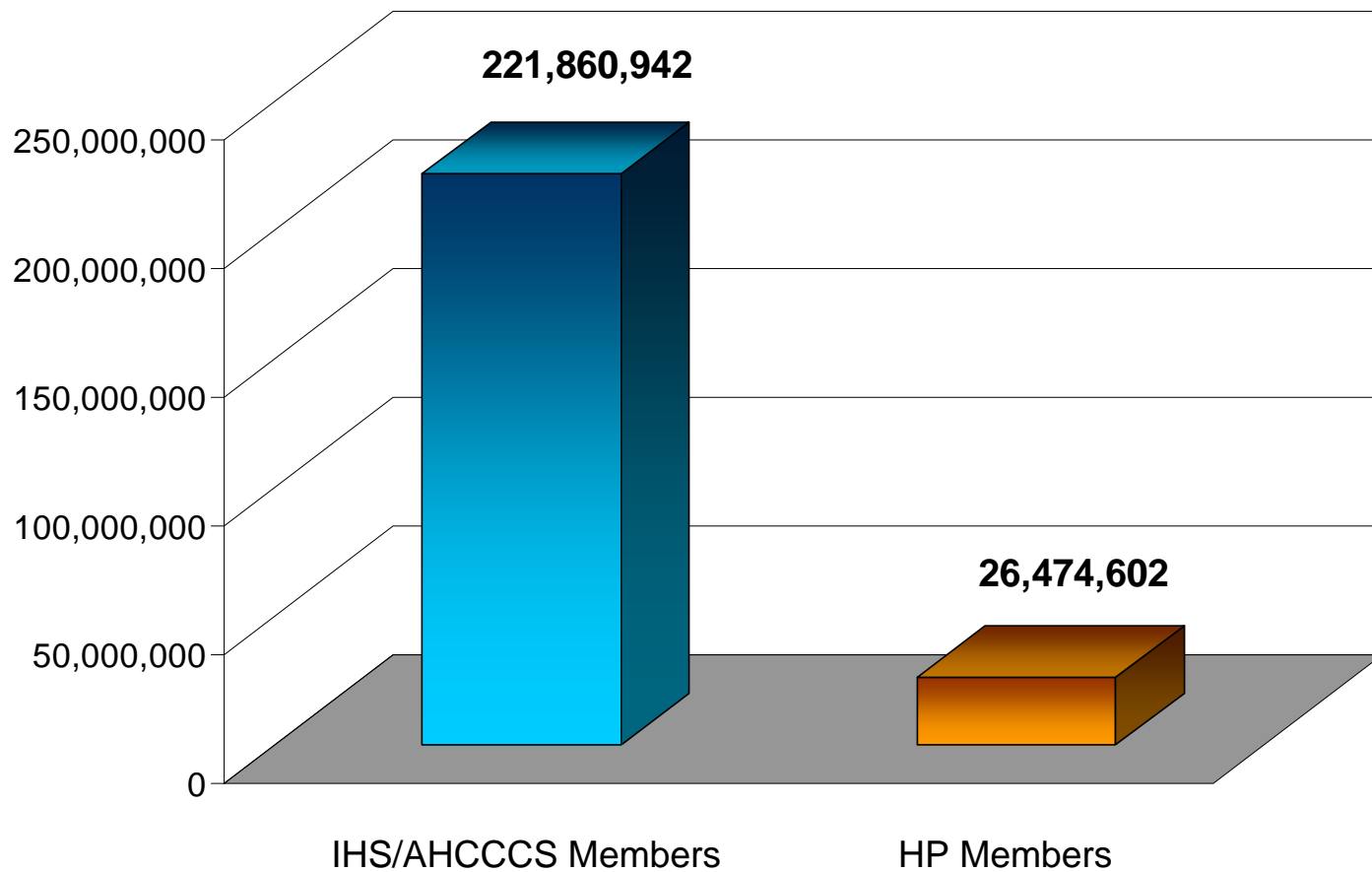
Total FFS Claims Submitted Monthly to AHCCCS



IHS and 638 Reimbursements



IHS/638 Reimbursements for SFY07





Dialogue with Tribal Health Programs

Tribal Programs/Facilities –

- Hopi Health Department
- Hualapai Health Department
- Colorado River Indian Tribes Department of Health and Human Services
- Fort Mojave Indian Health Center
- Gila River Health Care Corporation
- Navajo Nation Division of Health
- San Carlos Apache Tribe Health Department
- Tohono O'odham Nation
- Tuba City Regional Health Care Corporation
- White Mountain Apache Tribe Health Department
- Winslow Indian Health Care Center



Dialogue with Indian Health Service Facilities and Urban Indian Health Program

IHS Facilities –

- Fort Defiance IHS Hospital
- Hopi Health Care Center
- Parker Indian Health Center
- Phoenix Indian Medical Center
- San Carlos IHS Hospital
- Sells IHS Hospital
- Whiteriver IHS Hospital

Urban Indian Program –

- Native Americans for Community Action



IHS/AHCCCS Activities

- IHS/AHCCCS Monthly Meetings
- AHCCCS Directors and IHS Area Directors Quarterly Meetings
- Training Sessions for IHS/Tribal Programs
 - AHCCCS Billing 101 (Jan 07)
 - AHCCCS Coding Training (May 07)
 - Health-e Arizona Demonstration (Oct 07)
- Development of an IHS/AHCCCS Member Handbook



AHCCCS Program Updates

- Grant Activities
- Education and Enrollment Activities
- Timeline: Calendar Year 2008

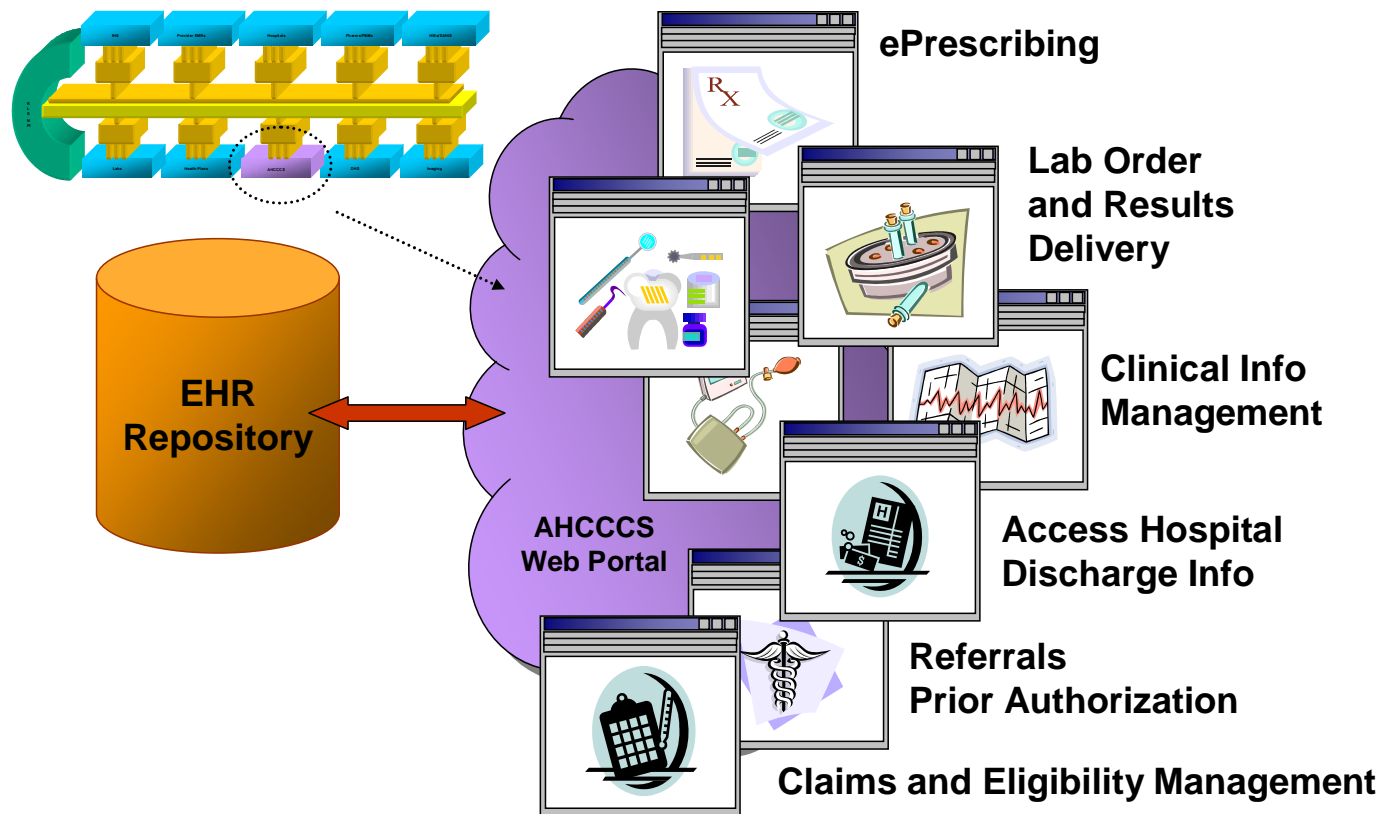


AHCCCS Grant Activities

- Medicaid Transformation Grants
 - Value-Driven Decision Support Tools
 - \$4.4 million
 - Health Information Exchange and Electronic Health Record (EHR)
 - \$12 million
- Agency for Healthcare Research and Quality (AHRQ) Grant
- Applied for Emergency Room Diversion Grant
- Collaboration with UA and ASU
 - Intergovernmental Service Agreements

Health Information Exchange & EHR

AHCCCS EHR Repository & Web Portal





Agency for Healthcare Research and Quality (AHRQ) Grant

- AHRQ awarded a grant to AHCCCS to participate in the AHRQ Medicaid Care Management Learning Network
- AHCCCS is partnering with 2 IHS facilities (Sells and Whiteriver IHS Hospitals) to learn and share successes and challenges with other Network participants and the AHRQ team
- AHCCCS and the IHS partners are working with AHRQ and peer states by means of:
 - Workshops, web conferences, conference calls, on-site technical assistance, and ongoing interaction with AHRQ and other states.
- The grant provides an opportunity for AHCCCS to learn about successful care management practices with culturally diverse fee-for-service populations.



Education and Enrollment Activities

- **KidsCare Outreach Partners**
 - Inter Tribal Council of Arizona, Inc.
 - Navajo Nation
- **Health-e Arizona User Sites**
 - **Phoenix Area:**
 - Phoenix Indian Medical Center
 - Whiteriver IHS Hospital
 - Cibecue Clinic
 - **Tucson Area:**
 - Sells Hospital
 - San Xavier Clinic
 - **Tribally-Operated 638:**
 - Gila River Health Care Corporation
 - Winslow Indian Health Care Center



Health-e Arizona Utilization by IHS and Tribal Facilities

○ Applications Submitted 11/06 – 11/07

● Sells Indian Hospital	1052
● Phoenix Indian Medical Center	1946
● Whiteriver Indian Hospital*	79
● Winslow Indian Health Care Center*	209
● Gila River Health Care Corporation*	135

Total	3421
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* Whiteriver Indian Hospital and Winslow Indian Health Care Center began using Health-e Arizona in June 2007. Gila River Health Care Corporation started using Health-e Arizona in September 2007.

* Whiteriver Indian Hospital and Winslow Indian Health Care Center began using Health-e Arizona in June 2007. Gila River Health Care Corporation started using Health-e Arizona in September 2007.



Health-e Arizona Utilization by IHS and Tribal Facilities

○ Applications Approved 11/06 – 11/07

	<u>Medical</u> ¹	<u>FS</u> ²	<u>TANF</u> ²
● Sells Indian Hospital	992	123	24
● Phoenix Indian Medical Center	2261	311	19
● Whiteriver Indian Hospital	91	13	4
● Winslow Indian Health Care Center	216	30	0
● Gila River Health Care Corporation	238	15	0
<hr/>			
Total	3798	492	47

¹Total Medical (KidsCare, DES & DES-MED, and SSI MAO & MCS) represents individuals approved for health care coverage.

²Food Stamp and TANF numbers represent families (households) approved for these benefits.



Timeline: Calendar Year 2008

- Continued expansion of Health-e Arizona Application
- KidsCare Outreach
 - Partners to be announced in mid-late December 2007
 - Outreach campaign/activities to begin in January 2008
- ACIA Indian Nations and Tribes Legislative Day – January 22, 2008
 - AHCCCS/ADHS/ADES/Advisory Council on Indian Health Care Presentation
- IHS/AHCCCS Monthly Meetings – Every 4th Wednesday
 - Next scheduled meeting on January 23, 2008
- Acute Care RFP Process
 - RFP Issued February 1, 2008
 - Prospective Offerors Conference and Technical Assistance Session (AM) February 11, 2008
 - Information Technology (IT) PMMIS Technical Interface Meeting (PM) February 11, 2008
 - Proposals Due by 3:00 P.M. March 28, 2008
 - Contracts Awarded May 1, 2008
 - New Contracts Effective October 1, 2008
- Implementation of Health Information Exchange
- Ongoing dialogue and technical assistance to IHS, tribally-operated 638 providers, urban Indian health programs, and tribal health directors



Native American Contact List

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- **John Molina, M.D. (NAHI)**
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john.molina@azahcccs.gov



Health Plan & Program Contractor Contact List

Acute Care Health Plans –

<u>Health Plan Name</u>	<u>Phone Number</u>	<u>Website Address</u>
UNIVERSITY FAMILY CARE	1-888-708-2930	http://www.universityfamilycare.com
Maricopa Health Plan	1-800-582-8686	http://www.mhpaz.com
APIPA	1-800-348-4058	http://www.myapipa.com/overview.htm
PIMA HEALTH PLAN	1-800-423-3801	http://www.pimahealthsystem.org
CARE 1ST ARIZONA	1-866-560-4042	http://www.care1st.com
MERCY CARE PLAN	1-800-624-3879	http://www.mercycareplan.com
PHP/COMMUNITY CONNECTION	1-800-747-7997	http://www.php-cc.com
HEALTH CHOICE AZ	1-800-322-8670	http://www.healthchoiceaz.com

Long Term Care Health Plans –

<u>Health Plan Name</u>	<u>Phone Number</u>	<u>Website Address</u>
SCAN – LTC	1-888-540-7226	http://www.scanhealthplan.com
COCHISE HEALTH SYSTEMS	1-800-285-7485	http://www.co.cochise.az.us/CASS/CHS.htm
PINAL/GILA LTC	1-800-831-4213	http://www.co.pinal.az.us/LTC/
Pima Health Plan	1-800-423-3801	http://www.pimahealthsystem.org
BRIDGEWAY HEALTH SOLUTION	1-866-475-3129	http://www.bridgewayhs.com
LTC DD DES	1-800-624-4964	http://www.de.state.az.us/ddd/
Mercy Care Plan	1-800-624-3879	http://www.mercycareplan.com
YAVAPAI LONG TERM CARE	1-800-850-1020	http://www.co.yavapai.az.us/LTC.aspx
EVERCARE SELECT	1-800-293-0039	http://www.evercareonline.com/products/select.html

Behavioral Health Plans –

Arizona Dept. of Health Services	1-800-392-2222	http://www.hs.state.az.us/bhs/aboutbhs.htm
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Visit our website:
www.azahcccs.gov

Arizona Health Care Cost Containment System (AHCCCS) - Microsoft Internet Explorer provided by AHCCCS

File Edit View Favorites Tools Help

Address <http://www.azahcccs.gov/site/> Links >>

AHCCCS Arizona Health Care Cost Containment System

Keyword search: GO or Search by Category

Home :: About AHCCCS :: Contact AHCCCS :: Employment :: Español :: Site Map

Links For ...

- Members & Applicants
- Plans & Providers
- Community Relations
- Tribal Relations
- Statistics & Studies
- Reporting Fraud & Abuse
- Contracting & RFPs
- Planning & Budgeting
- Grants
- Public Notices
- Related Links
- AHCCCS E-Health Initiative
- Order Brochures
- Laws & Regulations

Coverage For ...

- Families
- Children Only
- Pregnant Women
- Adults Without Children
- Seniors
- Small Businesses

QUICK LINKS

For Members & Applicants

- [How to apply](#)
- [Get an application](#)
- [List of Health Plans](#)
- [Office locations](#)
- [Member grievance process](#)
- [My Arizona Health and Wellness](#)
- Register for Member Website: [MyAHCCCS.com](#)

Spouses as Paid Caregivers

[Please read the Frequently Asked Questions about this new provision.](#)


NPI Information for Health Care Providers

While CMS guidance initially made it clear that May 23, 2007 was the final deadline for covered entities, other than small plans, to comply with HIPAA's NPI provisions, with consideration of ongoing challenges nationally, CMS/OESS outlined its relaxed approach to enforcement of HIPAA's NPI provisions.

Through May 23, 2008 CMS/OESS will not impose penalties on covered entities that deploy contingency plans if they have made reasonable and diligent efforts to become compliant and, in the case of health plans, to facilitate the compliance of their trading partners.

With this in mind AHCCCS has elected to deploy an NPI contingency plan through December of 2007. The details of this plan as well as other

WELCOME



AHCCCS Director
Anthony D. Rodgers

Welcome to the Arizona Health Care Cost Containment System. Our mission is to provide comprehensive, quality health care to those in need. I hope you find this Web site provides you with easy access to information about the agency, its programs and services.

[Send your comments and suggestions on ways to improve this Web site.](#)

LEGAL NOTICES

Padilla v. Rodgers
This lawsuit was filed to require AHCCCS to provide emergency dialysis services to members covered under the Federal Emergency

www.myhealthandwellness.com

The screenshot shows a Microsoft Internet Explorer browser window displaying the website <http://www.myhealthandwellness.com>. The browser's address bar and menu bar are visible at the top. The website's header features the "my health & wellness" logo on the left, a "JOIN OUR NETWORK" form with an "Enter Your Email Address" input field and a "submit" button in the center, and the "ARIZONA YOUR SERVICE" logo on the right. Below the header is a navigation menu with links for "Home", "About Us", "Contact Us", and "En Español". A secondary navigation bar includes a search input field with a "submit" button, a "Topics by category" dropdown menu, and icons for "Rx Search", "Conditions A-Z", "First Aid A-Z", "Women", "Men", "Children", "Teens", and "Seniors".

The main content area is divided into several sections:

- Left Sidebar:** A vertical list of orange buttons with white text: "Health News", "Wellness in Arizona", "Let's Talk Prevention", "Watch, Listen, Learn", "Health Resources", and "Interactive Health Tools". Below this is a "Go to Web" section with a "Healthwise® Handbook" logo, a text input field for a "Go to Web code:", and a "Go!" button.
- Center:** A large photograph of a male doctor in a white lab coat smiling and talking to a female patient. Overlaid on the photo is the text "Talk to your doctor" in a large, white, serif font. Below the photo are four tabs: "Talk to your Dr.", "Symptom Checker", "Diabetes Month", and "Influenza (flu)". Under the "Talk to your Dr." tab, there is a paragraph of text: "Good health care doesn't just happen. You have to do your part. Taking an active role in your health care is the best way to make sure you get great care and reduce costs at the same time. [Learn More.](#)"
- Right Sidebar:** A section titled "TOP SEARCHES" with a blue header. Below the header, it states: "The words/phrases people most frequently search for in our health database are:". A list of search terms follows, each with a red underline: "Healthy Eating", "Depression", "Pregnancy", "Fitness", "Type 2 Diabetes", "High Blood Pressure (Hypertension)", "Bacterial Vaginosis", "Syphilis", "High Cholesterol", and "Cold Sores". At the bottom of this section are two orange buttons: "Check your symptoms" (with a checkmark icon) and "Su información de salud" (with an information icon).

The browser's status bar at the bottom shows the "Internet" icon and the text "Internet".

Questions

