



Tribal Regional Behavioral Health Authorization Process

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AHCCCS/DBHS Merger

- Administrative simplification resulted in a merger between AHCCCS and DBHS which was complete on July 1, 2016.
- Responsibility for TRBHA oversight and functions was assumed by AHCCCS' Division of Fee For Service (DFSM).

TRBHA Authorization Process

Prior to completion of the merger several significant challenges associated with the existing TRBHA authorization processes were identified.

Some of the major challenges identified were:

- Lack of ability to impact documentation delays associated with the existing TRBHA process.
- Lack of ability to efficiently identify and quantify current Level 1 TRBHA member facility admissions on short notice.
- Lack of ability to reliably quantify the volume of incoming requests.
- Lack of ability to reliably access and/or retrieve documentation.
- Lack of ability to track timeliness of response to requests received or to requests for additional documentation.

Process Improvement

Issue: Lack of ability to impact authorization delays associated with the existing TRBHA process.

Issue: Need for notification process to ensure TRBHA aware of member facility admissions.

Action: Streamlining of existing authorization process with addition of TRBHA notification deliverable.

Process Improvement

Issue 1: Lack of ability to quickly identify and quantify number of TRBHA members in Level 1 facilities at any given time.

Issue 2: Lack of ability to reliably quantify the volume of incoming requests.

Action: Creation of BH PA Log.

Process Improvement

- **Issue:** Lack of ability to reliably and efficiently access and/or retrieve documentation.
- **Action:** Fortis system changes.
- **Action:** Revision of existing authorization forms.

Process Improvement

- **Issue:** Lack of ability to track timeliness of staff response time to documents received.
- **Issue:** Lack of ability to track Facility response time to requests for additional information.
- **Action:** Transition to Fax only receipt method.

Process Improvement Outcomes

- Quarterly TRBHA PA Work Group meetings with the TRBHA staff.

Questions?



Thank You.

