



QUESTIONS AND ANSWERS FORM

Housing and Health Opportunities (H2O) Services Third Party Administrator (TPA)

#YH23-0125

Questions shall be submitted electronically on this form to Procurement@azahcccs.gov no later than

Wednesday, April 19, 2023 3:00 PM ARIZONA TIME

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Solari	4.4.2 Claims Clearinghouse	5	Is the TPA organization required to process payment to the providers within 10 days of receiving their invoices or within 10 days of receiving payment from AHCCCS?	For the purposes of this RFI, the respondent may address both of these possibilities.
2.	Solari	2 nd Paragraph	2	What relationship would exist between contracted Managed Care Organizations and the Third-Party-Administrator (TPA) for H2O services?	Collaboration with MCOs may be required for development of training schedules, materials, H2O-provider assistance, etc. Additionally, collaboration with the MCOs may be necessary to ensure appropriate coordination of H2O services with integrated services the member may be engaged in.
3.	Solari	Purpose of RFI and Background	3	Does AHCCCS currently have any other Third-Party Administrator service relationships that this may be modeled after?	No.
4.	Solari	3.4.1 Claims Clearinghouse	4	Will claims be submitted to member's MCO, RBHA or directly to AHCCCS?	For the purposes of the RFI, the respondent will need to articulate its capacity to receive an invoice from an H2O-provider and transfer to a Medicaid claim in preparation for submission to the appropriate payer.

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5.	Solari	3.4.2 Claims Clearinghouse	4	Will each service have its own unique eligibility and billing code?	Yes, AHCCCS is in the process of developing unique billing codes for H2O services. Please see the recently published draft implementation protocol on the AHCCCS website for further information around member eligibility for each H2O service intervention. https://www.azahcccs.gov/Resources/Downloads/HousingWaiverRequest/FINALH2OProtocol.pdf
6.	Solari	3.6.2 Contracts	4	Will AHCCCS provide the contracts for implementation, or will vendor be responsible for creating these contracts?	The vendor will be responsible for this.
7.	Solari	4.3.2	5	Would AHCCCS consider member eligibility to be verified using SPSI (Southwestern Provider Services, Inc.)?	AHCCCS would be open to reviewing information regarding the TPA partnering with an organization to perform member eligibility as stated in the RFI under 4.8 Subcontracting Arrangements.
8.	Solari	3.4 Claims Clearinghouse	4	What is the anticipated volume of claims and provider payments each month?	A top end of \$98,000,000 annually, likely less initially due to start up.

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9.	BCBSAZ Health Choice	Overview	2 of 9	How does AHCCCS define populations referenced in the RFI such as high-risk and high-cost, individuals with comorbidities, and high risk of homelessness under this H2O program? Or will this be communicated during the RFP process?	<p>This will be communicated as the H2O Program is more fully developed.</p> <p>Please also see the recently published draft implementation protocol on the AHCCCS website for further information around member eligibility for each H2O service intervention.</p> <p>https://www.azahcccs.gov/Resources/Downloads/HousingWaiverRequest/FINALH2OProtocol.pdf</p>
10.	BCBSAZ Health Choice	Overview	2 of 9	Has AHCCCS defined the goals or metrics associated with the targeted populations listed in the RFI? Or will this be communicated during the RFP process?	<p>This will be communicated as the H2O Program is more fully developed and as AHCCCS develops the evaluation design plan with the agency's independent third party evaluator as described in the approved 1115 STCs.</p> <p>Please also see the recently published draft implementation protocol on the AHCCCS website for further information around member eligibility for each H2O service intervention.</p>

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11.	BCBSAZ Health Choice	3.1	3 of 9	At the Quarterly AHCCCS Housing meeting, Housing Director Elizabeth DaCosta noted that AHCCCS intended to initially limit H2O services to SMI members who have either (a) chronic health conditions and/or (b) are being released from incarceration and have a scheduled release date. Could you please confirm that this is still the intent?	<p>Yes, at this time this is still the intent for initial implementation; however, please also note that in addition, the H2O Program beneficiaries must be experiencing homelessness or at risk of homelessness, as defined by the U.S. Department of Housing and Urban Development (HUD) in 24 CFR 91.5.</p> <p>Please also see the recently published draft implementation protocol on the AHCCCS website for further information around member eligibility for each H2O service intervention.</p> <p>https://www.azahcccs.gov/Resources/Downloads/HousingWaiverRequest/FINALH2OProtocol.pdf</p>
12.	BCBSAZ Health Choice	3.2	4 of 9	Is the "Learning Management System" referenced in subsection 3.2.1.3 the Relias platform used by the Arizona Health Plan Association's Workforce Alliance or a different platform?	Yes, this is referring the Relias platform.
13.	BCBSAZ Health Choice	3.3.1	3-4 of 9	Does AHCCCS intend the TPA have access to HMIS or a data sharing agreement with the state agency who oversees the HMIS system? If so, will AHCCCS work with the TPA to obtain access to support data sharing and analysis activities if barriers exist or identify solutions to obtain needed data for analysis and reporting?	Yes, our intent is for the TPA to have access to HMIS for coordination of care. Our intent is for each H2O-Provider to onboard as a direct service provider in HMIS. Yes, AHCCCS will work with the TPA to support access to data relevant to evaluation and implementation of H2O services.

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14.	BCBSAZ Health Choice	3.3.1	3-4 of 9	Does AHCCCS have examples of the expected reports?	Examples will not be provided at this time.
15.	BCBSAZ Health Choice	3.4.2	4 of 9	Since the TPA is acting 'as a claims clearinghouse for H2O-providers to submit claims to AHCCCS for H2O members' will AHCCCS make payments directly to the H2O providers or will the TPA make payments to H2O providers and submit invoices or encounters to AHCCCS?	For the purposes of the RFI, the respondent will need to articulate its capacity to receive an invoice from an H2O-provider and transfer to a Medicaid claim in preparation for submission to the appropriate payer. Additionally, the respondent should articulate its capacity to make payments directly to H2O providers, as well as its capacity to function in an ecosystem where AHCCCS is making the payments directly to H2O providers.
16.	BCBSAZ Health Choice	4.4.1.1	5 of 9	Does AHCCCS anticipate that the invoices submitted by providers will be converted to claims using an existing, specific format (e.g., CMS 1500s)?	For the purposes of the RFI, the respondent will need to articulate its capacity to receive an invoice from an H2O-provider and transfer to a Medicaid claim in preparation for submission to the appropriate payer.
17.	BCBSAZ Health Choice	4.4.1.1	5 of 9	If the TPA is responsible for paying H2O providers directly what processes will be put in place to ensure coordination of benefits for any services under the H2O program that are also covered by MCOs under grants, covered wrap around services or other programs?	AHCCCS is looking into applying a coding methodology for H2O Program claims. However, the detailed process for ensuring H2O services are identified and those are the only services billed through the TPA is still being determined.

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18.	BCBSAZ Health Choice	4.5.3	5 of 9	In addition to the AHCCCS reporting done by MCOs today, is there additional Fraud, Waste, and Abuse reporting that AHCCCS anticipates?	Some additional requirements regarding Fraud and Abuse are outlined in the AHCCCS Minimum Subcontract Provisions which would apply to the TPA.
19.	Arizona Complete Health-Complete Care Plan & Care1st Health Plan Arizona	General	N/A	Could the implementation needs being contemplated as addressed by a TPA be approached within the existing system, for example by use of a claims modifier for H2O population/services?	Use of a Modifier or other claims coding to identify H2O Program services is under discussion and has not yet been determined.
20.	Arizona Complete Health-Complete Care Plan & Care1st Health Plan Arizona	General	N/A	Can the H2O services be provided through the existing network of Providers, thereby leveraging existing claims/grants payment processing and systems?	AHCCCS will be utilizing the existing AHCCCS-registered provider network for provision of H2O-services (within the scope of the provider, as appropriate) and is exploring the opportunity of creating a new provider type for services that are new to the current system well as a new provider type for community based organization H2O-providers.

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21.	Arizona Complete Health-Complete Care Plan & Care1st Health Plan Arizona	General	N/A	Could AHCCCS provide a clear delineation of the H2O duties and roles of each entity: TPA, MCO, Providers?	<p>Please review the materials provided. More specific duties of each entity (TPA, MCO, H2O-Provider) for the H2O Program are still being determined.</p> <p>Please also see the recently published draft implementation protocol on the AHCCCS website for further information around member eligibility for each H2O service intervention.</p> <p>https://www.azahcccs.gov/Resources/Downloads/HousingWaiverRequest/FINALH2OProtocol.pdf</p>