AHCCCS Complete Care
Coming October 1, 2018
Today’s Presentation

- AHCCCS Complete Care – What, Who and When
- CRS Changes
- New ACC Health Plans – Who and Where?
- Next Steps – What and When?
- Changes to other populations and programs
This presentation and more is available at: www.azahcccs.gov/ACC
Frequently Asked Questions

Q: Will covered services change?
   A: Members will still have access to the same array of covered services with ACC Plans (and other plans as noted) as they do under a single statewide health plan.

Q: Will CRS members have to change health plans?
   A: Currently most members with CRS conditions are enrolled with a single statewide health plan for all or a portion of their services. Effective October 1, 2018, CRS members receiving fully integrated services from the current AHCCCS Statewide CRS health plan (United Health Care Community Plan) will be enrolled with and have choice of AHCCCS Complete Care (ACC) plans for all services including CRS, other non-CRS physical health services, and all covered behavioral health services. The ACC plan will be responsible for providing all medically necessary covered services for persons with CRS qualifying conditions.
AHCCCS Complete Care (ACC)

What, Who and When?

Reaching across Arizona to provide comprehensive quality health care for those in need
AHCCCS Complete Care Health Plans (ACC Plan)

Furthering Integrated Healthcare in a single Health Plan that will:

• Include physical and behavioral healthcare service providers (including CRS);
• Manage the provider network for all of your healthcare services.
• Provide comprehensive managed care for the whole person.
The Benefits of Integration

1. One Plan
2. One Payer
3. One Provider Network
4. Easier to Navigate
5. Streamline care coordination to get better outcomes
6. Improve a person’s whole health
Vision - Integration at all 3 Levels

Reaching across Arizona to provide comprehensive quality health care for those in need
Who Is Affected and When?

- Affects most adults and children on AHCCCS
- Members enrolled in Children’s Rehabilitative Services (CRS)

It does not affect:

- Members on ALTCS (EPD and DES/DD);
- Adult members with a serious mental illness (SMI); and
- Most CMDP

Starts on October 1, 2018!
2018-2019 AHCCCS COMPLETE CARE (ACC) INTEGRATION

**KEY**
- **P** PHYSICAL SERVICES
- **B** BEHAVIORAL SERVICES
- **C** CHILDREN'S REHABILITATIVE SERVICES (if applicable)
- **L** LONG TERM CARE SERVICES

**UHC** UnitedHealthcare
- **+** Including CRS members
- **#** Excluding SMI & CMDP
- ***** Excluding ALTCS

This represents a change only for SMI/CRS members.

**NO CHANGE**

AMERICAN INDIANS

AMERICAN INDIANS/SMI

AMERICAN INDIANS/CRS

Planned for 10/1/20

Planned for 10/1/20

Planned for 10/1/20

Planned for 10/1/20

Planned for 10/1/20

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Planned for 10/1/20

Planned for 10/1/20

Planned for 10/1/20
Integration Progress To Date

1989: ALTCS /EPD 29,200
2013: CRS 17,000
2014: SMI Maricopa 18,000
2015: SMI Greater AZ 17,000
2016: AIHP/TRBHA 80,000
2018: GMH/SA Adults & Non CMDP Children Approximately 1.5 million

Approximately 1.5 million

95%
40%
20%
0
AHCCCS Complete Care Health Plans (ACC Plans)

Who and Where?
ACC Plan Geographic Service Areas

Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.
## AHCCCS Complete Care (ACC) Plans
as of Oct. 1, 2018

<table>
<thead>
<tr>
<th>Central GSA</th>
<th>South GSA</th>
<th>North GSA</th>
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<tbody>
<tr>
<td>Banner University Family Care</td>
<td>Banner University Family Care</td>
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<td>Care1st</td>
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<td>Mercy Care</td>
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<td>UnitedHealthcare Community Plan</td>
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<td>(Pima County Only)</td>
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<td>GSA</td>
<td>Awarded AHCCCS Complete Care (ACC) Plans</td>
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<td>UnitedHealth care Community Plan</td>
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*Pima county award only
**New in Maricopa county only
***Only new Pinal/Gila counties

A = Awarded      N = New      E = Exiting
Projected Membership Transition

<table>
<thead>
<tr>
<th>GSA</th>
<th>Estimated Members</th>
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<tr>
<td>Central</td>
<td>10,400</td>
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<tr>
<td>South</td>
<td>199,575</td>
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<tr>
<td>North</td>
<td>83,445</td>
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<tr>
<td>Total</td>
<td>293,420</td>
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Based on February 2018 enrollment.
Pima county projection – 105,200
Projected Membership 10/1/18

October 1st enrollment does not include impact of membership that will choose a different plan than assigned.
Current Care Delivery System

AHCCCS

Fee for Service System (AHCCCS Administered)
- American Indian Health Program
- Federal Emergency
- Tribal ALTCS IGAs (case management only)
  - TRBHA IGA
    - Colorado River
    - Gila River
    - Navajo Nation
    - Pascua Yaqui
    - White Mountain Apache Tribe

Behavioral Health*
- Mercy Maricopa Integrated
- Health Choice Integrated Care (HCIC)
- Cenpatico Integrated Care (CIC)

Acute Care (acute services only)
- Mercy Care Plan
- United Healthcare Community Plan
  - Care 1st
  - Health Choice
  - UFC
  - Health Net
  - Dept. of Child Safety (DCS)/CMDP (foster care, carved out population)

Arizona Long Term Care System
- ALTCS – E/PD and DD (acute, behavioral health, long term care services)
  - Mercy Care
  - Banner-University Family Care
  - United Healthcare Community Plan
  - ADES/DDD (subcontract for acute services)

*Fully integrated contractors for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for Acute Care/DD adults with general mental health and substance abuse needs (GMH/SA) and children.

AHCCCS
Arizona Health Care Cost Containment System

Rev. 10-2017

20
Care Delivery System as of Oct. 1, 2018

AHCCCS

Fee for Service System (AHCCCS Administered)
- American Indian Health Program (physical, behavioral, CRS)
- Federal Emergency Services (FES)
- Tribal ALTCS IGAs (case management only)
  - TRBHA IGA
  - Colorado River
  - Gila River
  - Navajo Nation
  - Pascua Yaqui
  - White Mountain Apache Tribe

Regional Behavioral Health Authorities*
- Arizona Complete Health (Currently CIC)
- Mercy Care (Currently MMIC)
- Steward Health Choice Arizona (Currently HCIC)

AHCCCS Complete Care (physical, behavioral health and CRS services)
- Arizona Complete Health
- Banner University Family Care
- Care1st
- Magellan Complete Care
- Mercy Care
- Steward Health Choice Arizona
- UnitedHealthcare Community Plan

Arizona Long Term Care System
- ALTCS – E/PD and DD (physical, behavioral health, long term care services)
- Banner University Family Care
- Mercy Care
- UnitedHealthcare Community Plan
- ADES/DDD (subcontract for acute services)

*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for foster care children and members enrolled with DES/DD.

Dept. of Child Safety (DCS)/CMDP
What’s Next?

Reaching across Arizona to provide comprehensive quality health care for those in need
AHCCCS Complete Care Timeline

What Happens Next?

March 5, 2018
Seven ACC health plan contracts awarded. See news announcement.

Spring 2018
AHCCCS holds public forums to explain ACC changes and choices (schedule announced in March)

June 2018
AHCCCS sends letters to members with assigned health plan information and choices

July 2018
AHCCCS members make health plan choices by July 31.

October 1, 2018
Members begin service with integrated ACC health plans
Ensuring current information on HEA Plus

Need to report a change?

www.healthearizonaplus.gov

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### My Account

### My Household

<table>
<thead>
<tr>
<th>Application Number</th>
<th>Date Started</th>
<th>Date Sent</th>
<th>Status</th>
<th>View</th>
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</thead>
<tbody>
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<td>N/A</td>
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<td>Submitted</td>
<td>Provide/View Documents</td>
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<td></td>
<td></td>
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<td>View Application Summary</td>
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<td>Report a Change</td>
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<td>View Next Steps</td>
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<td>Request an Appeal</td>
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</table>
Health-e-ArizonaPLUS Address change?

Report a Change

- [] New Contact Information
- [] Add Person(s) - Someone Moved in or Had a Baby
- [] Remove Person(s) - Someone Moved Out or Passed Away
- [x] Household Moved or Will Move
  - [x] Moved Within Arizona
  - [] Moved Out of Arizona
- [] Update Information About a Person(s)
- [] Update Tax Filing Information
- [] Income Changed
- [] Apply for another program
- [] Disability Changed

You can tell us the change here, but there will be a delay to process the potential change in benefits.

- [] Other Change
Member Assignment and Choice

- Members currently in a health plan that will also be an ACC Plan in their service area will stay with their current plan for October 1, 2018.
  - These members will have choice of other ACC Plans on their annual enrollment choice date.

- Members currently in a health plan that **will not** be an ACC Plan in their area will be assigned an ACC Plan, but will also be allowed to choose a different ACC Plan available in their area.
Member Assignment and Choice

- Members with choice will receive letters from AHCCCS with assignment and choice options in late June 2018.
- Members with choice may select a different ACC Plan by July 31, 2018.
What if I already get services with a RBHA and want to stay?

• Certain members previously receiving services with a RBHA will have a one time choice for 10/1/18 to elect to stay with the “RBHA-affiliated” ACC Contractor
  o Members given this choice must:
    ▪ not already be enrolled in a RBHA-affiliated Plan that will be an ACC Plan; or
    ▪ not already be getting choice of all ACC Plans (including RBHA-affiliated ACC Plan) due to current enrollment in exiting plan
## RBHA Affiliated ACC Plans

<table>
<thead>
<tr>
<th>GSA</th>
<th>RBHA (current)</th>
<th>RBHA Affiliated ACC</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>Health Choice Integrated Care</td>
<td>Steward Health Choice Arizona</td>
</tr>
<tr>
<td>Central</td>
<td>Mercy Maricopa Integrated Care</td>
<td>Mercy Care</td>
</tr>
<tr>
<td>South</td>
<td>Cenpatico Integrated Care</td>
<td>Arizona Complete Health</td>
</tr>
</tbody>
</table>
Children’s Rehabilitative Services (CRS) Changes

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

• CRS members will have choice of ACC Plan
• Members currently enrolled with CRS will receive all physical health and behavioral health services from an ACC Plan.
• CRS members will continue to be identified and designated by AHCCCS.
CRS Members continued

• Children in foster care with CRS conditions will receive physical health services, including services for CRS conditions, from CMDP.

• BH services will transition to RBHA

Planned for 10/1/2020
CRS Members continued

• CRS members enrolled with DES/DD will continue to receive physical and behavioral health services through United/CRS.

• https://des.az.gov/services/disabilities/developmental-disabilities/integrated-health-plan
CRS Members continued

- CRS members determined SMI and not enrolled with DES/DD will be moved to the RBHA.

This represents a change only for SMI/CRS members.
American Indian Health Program (AIHP) Changes

Including who American Indian Health Program (AIHP) Changes

American Indian Health Program (AIHP) Changes

Reaching across Arizona to provide comprehensive quality health care for those in need
Changes for American Indian Health Program (AIHP)

• AIHP will:
  o Pay for and manage care for physical and behavioral health services
  o Pay for and manage care for CRS services
  o RBHA will only continue to serve American Indian members with SMI
  o Manage care with TRBHAs when available and member enrolled
Supporting Choice for American Indian Members

- Integrated choices for the Non-SMI populations will be available within:
  - AIHP or AIHP and TRBHA; or
  - An ACC Plan
  - AI members can still access services from an IHS/638 facility at anytime regardless of enrollment
Choice for American Indian Populations

• Tribal members will continue same frequency of choice options
• Annual Enrollment options continue
## Specific Transitions for American Indian Populations

<table>
<thead>
<tr>
<th>Current Health Plan Enrollment/Assignment</th>
<th>Enrollment on 10/1/2018 Member Movement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRS (acute and CRS services), TRBHA</td>
<td>ACC Plan</td>
</tr>
<tr>
<td>AIHP, CRS (CRS services only) and TRBHA</td>
<td>AIHP and TRBHA</td>
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<tr>
<td>AIHP, CRS and RBHA</td>
<td>AIHP</td>
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<tr>
<td>AIHP and TRBHA</td>
<td>AIHP and TRBHA – No Change</td>
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<td>AIHP and RBHA</td>
<td>AIHP</td>
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<tr>
<td>Acute Plan and TRBHA</td>
<td>ACC Plan</td>
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<tr>
<td>Acute Plan and RBHA</td>
<td>ACC Plan</td>
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<tr>
<td>CMDP and TRBHA</td>
<td>CMDP and TRBHA- No Change</td>
</tr>
<tr>
<td>DDD and TRBHA</td>
<td>DDD and TRBHA-No Change</td>
</tr>
</tbody>
</table>
Other things to be aware of…
Changes with RBHA services

Regional Behavioral Health Authorities (RBHAs) will no longer serve most adults and children as of October 1, 2018 (with exceptions below). Behavioral health services will be provided through your AHCCCS Complete Care (ACC) Plan.

RBHAs will continue to provide and serve:

- Foster children enrolled in CMDP
- Members enrolled with DES/DD;
- Individuals determined to have a serious mental illness (SMI)
- Crisis services, grant funded, and state-only funded services
The Crisis system responsibilities will remain with the RBHA (in their respective GSA areas).

Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.
Continuity of Care – Plan Provider Transitions

• For transitioning members, ACC Plans must:
  o Allow members receiving BH treatment continued access to specific providers as listed in treatment plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first
  o Allow members with CRS qualifying conditions in active course of treatment on plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first
Medicare Advantage D-SNP Plan Requirement

- To further integration, each ACC Plan is required to have a Medicare Advantage D-SNP option to offer alignment to members with Medicare.

- Members with health plan changes may need to make future changes to Medicare enrollment to continue to be aligned.
Reaching across Arizona to provide comprehensive quality health care for those in need
AHCCCS Contract Timeline

- 10/16: Release ALTCS RFP
- 3/17: Award ALTCS
- 10/1/17: Transition ALTCS
- 2016:
  - 1/17: Release Acute RFI
- 2017:
  - 10/17: Release ACC RFP
  - 3/18: Award ACC
- 2018:
  - Transition ACC
  - 10/1/18: Award DDD Acute/BH Fall
- 2019:
  - 10/1/19: DDD Acute/BH
- 2020:
  - 10/1/20: CMDP Integrated Care
  - 5 Years Greater AZ MMIC Contract Expires
Integration Efforts for Foster Children Enrolled with CMDP

- CMDP will manage CRS services for members starting 10-1-18
- AHCCCS & DCS are identifying future integration opportunities
- Integration planned for 10-1-20

Read the final Mercer Analysis at
Integration Efforts for DDD

- DDD is working on a Request for Proposal for furthering integration planned for 10-1-19.
  
  https://des.az.gov/services/disabilities/developmental-disabilities/integrated-health-plan
Thank you!