



# Today's Agenda

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- Targeted Investments Update
- Grants to support substance use disorder
- AHCCCS Complete Care Readiness
- Presentation by AHCCCS OCARE team
- Developmental Disabilities
- Protocol for reporting booking/release file errors
- Transportation
- Roundtable & Questions/Answers

# Targeted Investments Justice Clinics

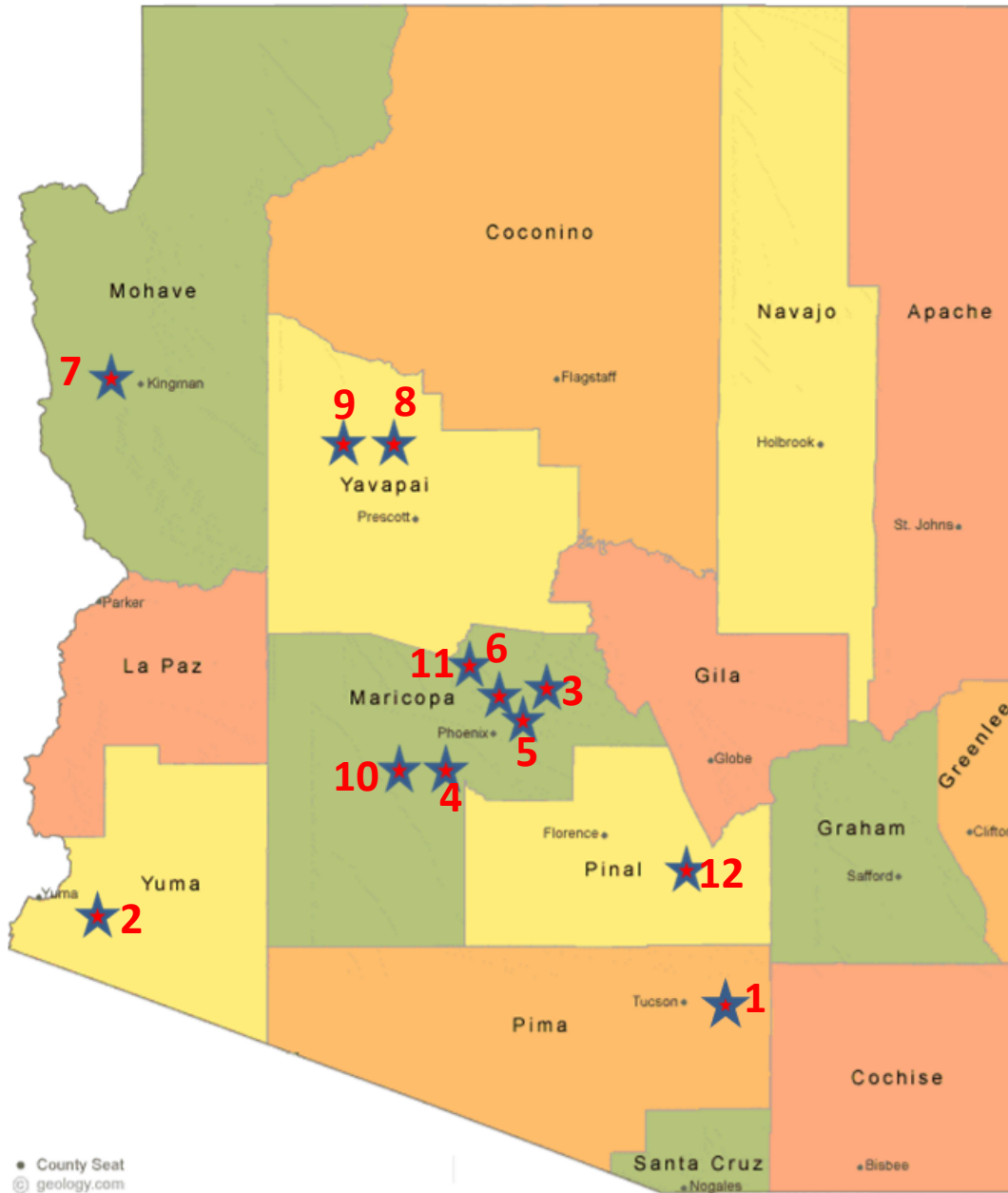
Michal Rudnick & Susan Junck



# Targeted Investments (Justice) Update

Number and Location of Justice Clinics:

- 9 clinics to open by 9/30/18
- 3 additional sites to open by 3/31/19
- Located in Phoenix, Mesa, Tucson, Kingman, Camp Verde, Cottonwood, Glendale, and Casa Grande



1. 1773 W. St. Mary's Rd, Suite 102, Tucson, 85745
2. 410 S. Maiden Lane, Yuma, AZ 85364
3. 801 S. 16th Street, Phoenix, AZ 85034
4. 460 North Mesa Drive #211 Mesa, AZ 85210 or 85201
5. 3864 N 27th Avenue, Phoenix, AZ 85017
6. 2445 W Indianola Ave, Phoenix, AZ 85015
7. 2215 Hualapai Mountain Road, Suite H & I, Kingman, AZ 86401
8. 452 W Finnie Flat Road, Camp Verde, AZ 86322
9. 651 W Mingus Avenue, Cottonwood, AZ 86326
10. 1111 S. Stapley Dr. Mesa
11. 6153 W. Olive Ave Glendale, AZ 85302
12. 1923 N Trekell Rd. Casa Grande, AZ 85122



Sites will open in 3/2019

● County Seat  
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# Targeted Investments Readiness

- Attestation Portal for JUSTICE opening soon; communication forthcoming
- Use of Attestation Portal requires an AHCCCS registered TI Justice clinic
- Clinics should be truly Co-located
- Clinics should provide PH, BH and probation/parole in one setting

# Forensic Peer/Family Support

## IN RELIAS:

- Module 1 – TI Overview
- Module 2 – Role of Forensic Peer Support Specialist
- Module 3 – Role of Forensic Family Support Specialist

# Forensic Peer/Family Support

- Peer and Family Career Academy (PFCA) Reciprocity
- Forensic Peer/Family Support Specialist who have completed the PFCA Forensic Peer/Family Support training **ARE NOT REQUIRED** to take Modules 2 & 3.





# Arizona's Current / Upcoming Opioid Initiatives

Matt Fallico, MSW

Opioid Health Program Manager  
Arizona Health Care Cost Containment System



# More than 2 Arizonans die each day from an opioid overdose



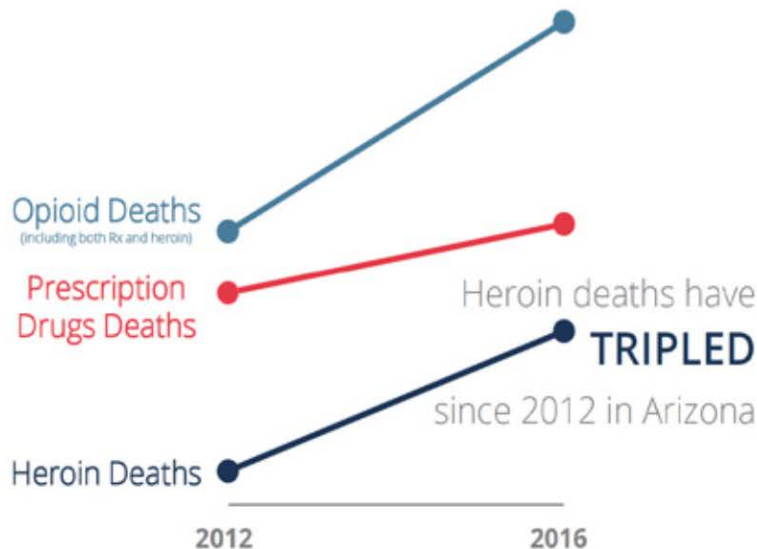
4 out of 10

Arizona adults know someone addicted to **prescription painkillers**

**431 MILLION**

opioid pills were prescribed in 2016

enough for **every** Arizonan to have a **2.5 week supply**



Drug overdoses\* take **more lives** than car crashes in Arizona

\*Includes overdoses from opioids, cocaine, meth, marijuana, and other illicit drugs.



In the last 5 years, **86%** of persons who died from an opioid related cause were using **multiple substances**

Arizona to provide comprehensive quality health care for those in need

# High Risk Populations

- Tribal Community
  - 3x more likely for drug related overdoses
- Veterans
  - 55% increase in OUD in the past 5 years
- High MEDDs and Polypharm
  - 4 in 10 Arizona deaths involve combo of opioids and benzos
- Medicaid Population
  - 2x more likely to be prescribed an opioid; 6x more likely to die from an opioid overdose
- Criminal Justice population
  - 1 in 10 opioid overdose deaths – most with 24 hours of release
- Trauma, depression, anxiety

# Formulary/Non-Discretionary Grants



# Opioid State Targeted Response (STR)

- **Funding Period:** 5/1/17 to 4/30/19 (2 Years)
- **Amount:** \$12 million per year
- **Submitted:** 2/17/17
- **Status:** Award Granted
- **Area served:** All Regions
- **Population of focus:** At minimum; individuals with an OUD living in rural and underserved urban areas; individuals with OUD being released from correctional settings; pregnant and parenting women with OUDs; young adults ages 18-25 years; and older adults ages 55 years and older.

# STR Highlight: Center of Excellence

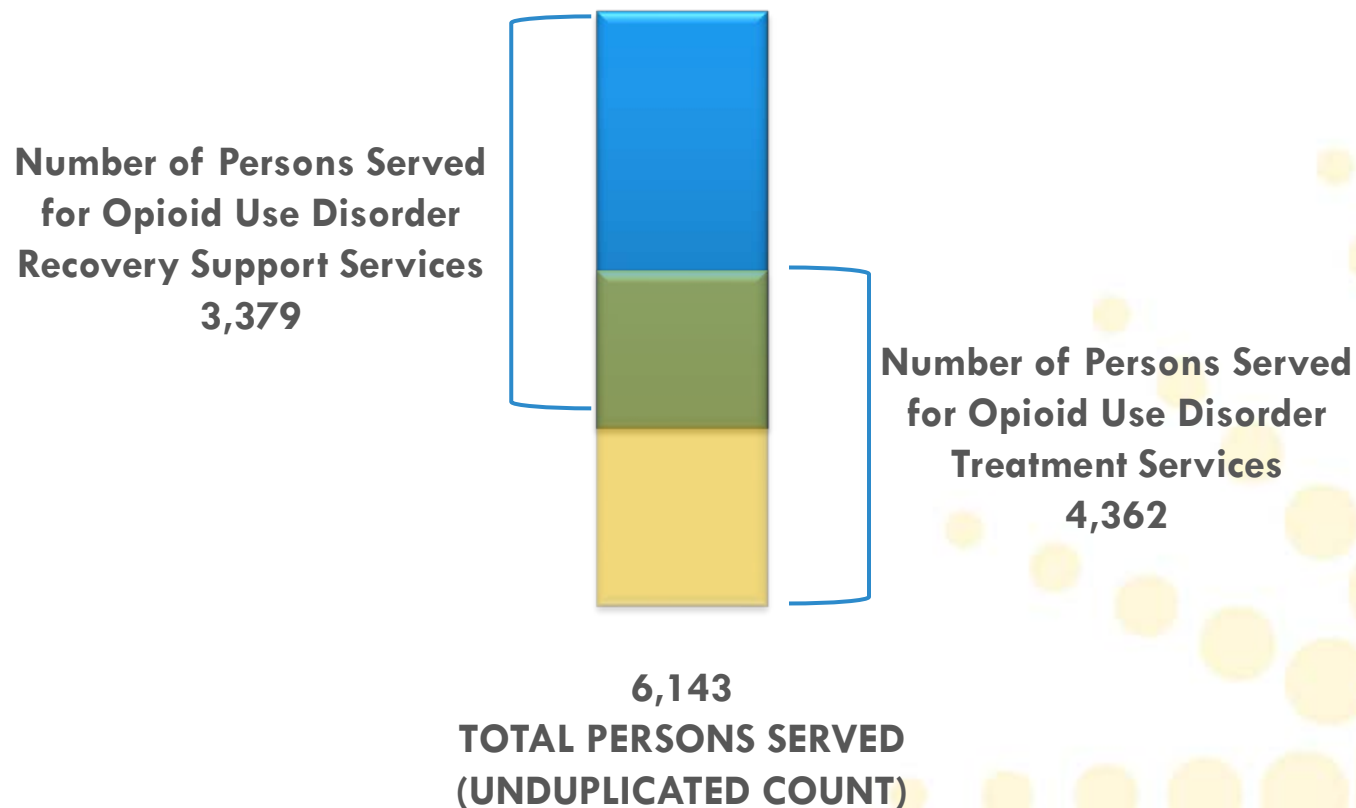
- Arizona opened five 24/7 Centers of Excellence for Opioid Treatment on Demand during year one. The COE is an Opioid Treatment Program in a designated "hotspot" that expanded its hours to be open for intakes around the clock and warm handoff navigation care post intake.
- Arizona has also opened two Medication Units in rural Arizona.

# STR Highlight: Criminal Justice / First Responders

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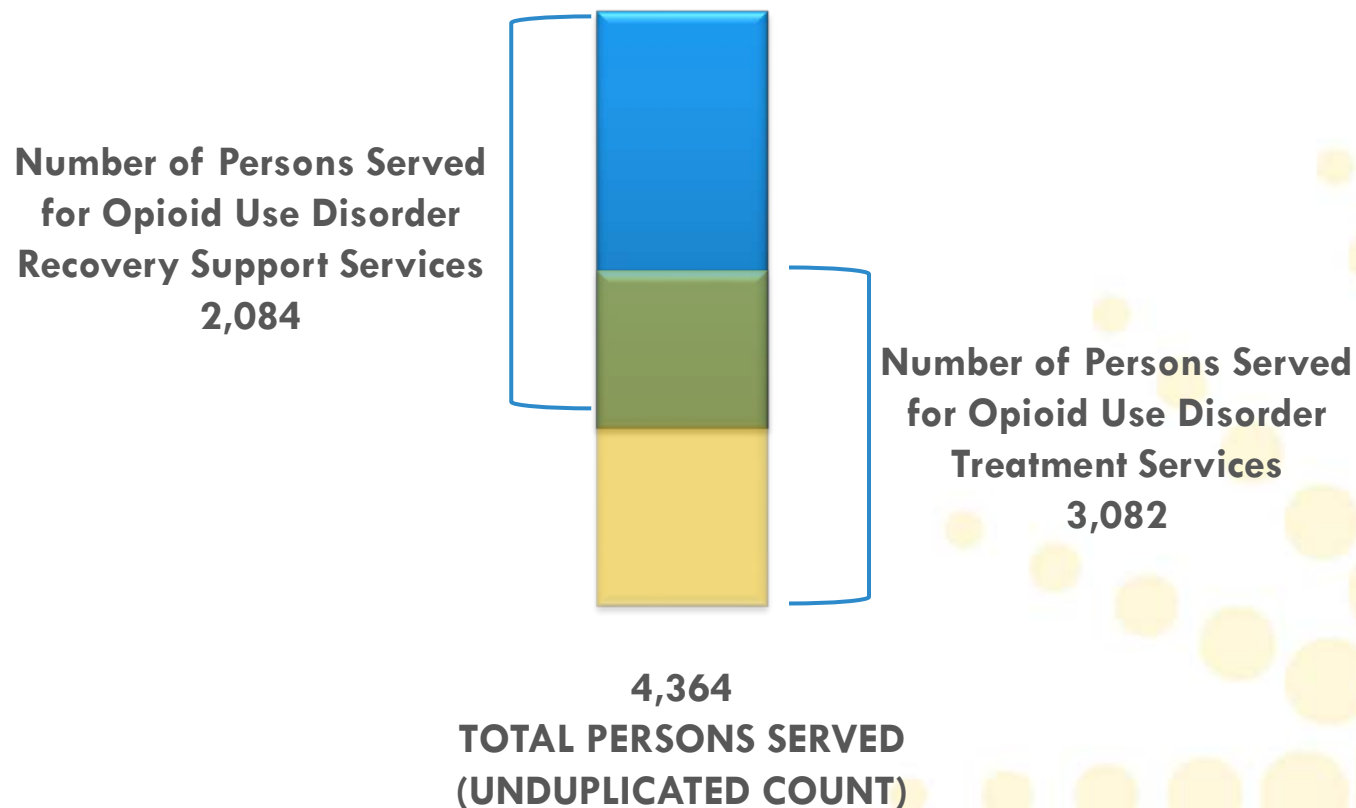
- Arizona has launched a real-time auto-dispatch model with Phoenix Fire Department; when PFD receives an opioid-related call, a peer support from the Phoenix 24/7 OTP is also dispatched to arrive on scene to help navigate individuals to resources.
- Arizona has also launched its first law enforcement "pre-booking" model in Tucson. Peers are called on scene to provide navigation to the 24/7 OTP as a mechanism for an incarceration alternative.

# Total Number of Persons Served (Unduplicated Count), Arizona Opioid State Targeted Response (STR) Grant Year One





# Total Number of Persons Served (Unduplicated Count), Arizona Opioid State Targeted Response (STR) Grant Year Two, May 1, 2018 – July 31, 2018



# State Opioid Response (SOR)

- **Funding Period:** 9/30/18 – 9/29/20 (2 years)
- **Amount:** \$19,975,519 per year
- **Submitted:** 8/13/18
- **Status:** Pending Award (Formulary Grant)
- **Area served:** All Regions \*Funding will go through T/RBHAS; additional projects will go to RFP\*
- **Population of Focus:** Individuals re-entering the community from correctional settings; individuals in rural and isolated areas; individuals experiencing homelessness; tribal populations; veterans, military service members and military families; pregnant women and parents with OUD; and individuals who have experienced trauma, toxic stress or adverse childhood experiences (ACEs).

# SOR Program Activities

1. Sustaining and Enhancing Naloxone Distribution;
2. Increasing Localized Community Opioid Prevention Efforts;
3. Expanding Trauma-Informed Care Prevention, Treatment and Recovery Efforts;
4. Expanding Navigation and Access to MAT through 24/7 access points (Medication Units, New OTPs and extending operating hours for OTPs);
5. Expanding access to recovery support services (i.e. housing, peer supports, job assistance and supportive recovery programming) and
6. Increasing public access to real-time prevention, treatment and recovery resources “no-wrong door”

# Discretionary Grants



# MAT-PDOA Criminal Justice Program

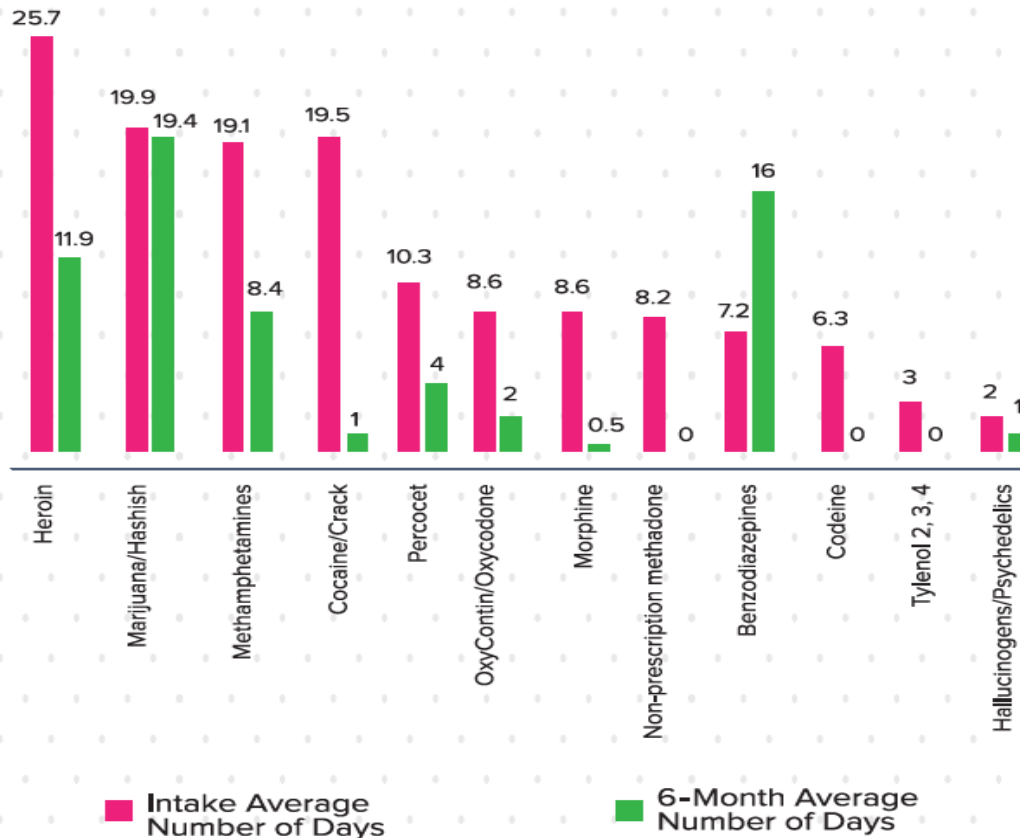
- **Funding Period:** 9/30/18 – 9/30/21 (3 years)
- **Amount:** \$950,000 per year
- **Submitted:** 7/9/18
- **Status:** Award Granted
- **Area served:** Maricopa and Pima County
- **Population of Focus:** Individuals involved with the criminal justice system with an Opioid Use Diagnosis
- **Selected RBHA and Provider:** Mercy Care (RBHA) Community Medical Services (Provider) and Arizona Complete Health (RBHA) and CODAC (Provider) and Community Medical Services (Provider)

# MAT – PDOA Criminal Justice Program

- **Goal:** Create a bridge between criminal justice involved individuals with opioid use disorder (OUD) and access to Medication Assisted Treatment and outpatient services.
- 3 **R's**
  - Reduce **Relapse**
  - Reduce **Recidivism**
  - Increase **Retention**

# Relapse

Average Number of Days Illegal Drugs Used In Past 30 Days

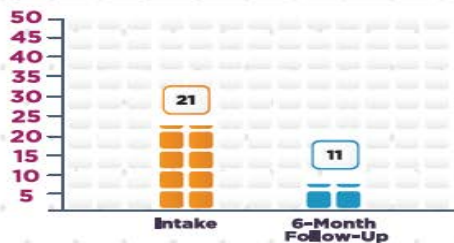


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# Recidivism

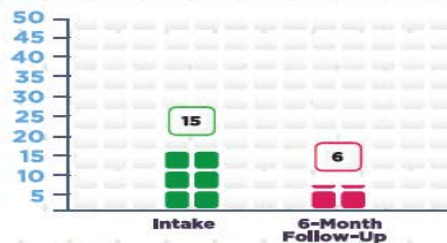
## IN THE PAST 30 DAYS

### NUMBER OF ARRESTS



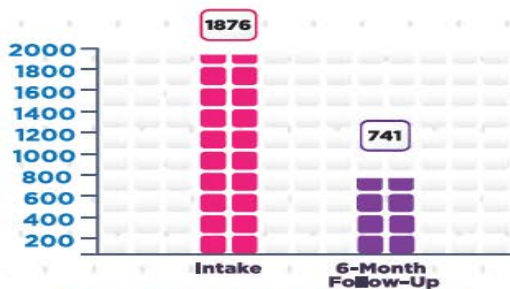
**48% REDUCTION IN ARRESTS**

### NUMBER OF DRUG ARRESTS



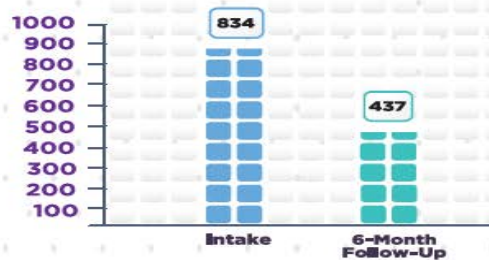
**60% REDUCTION IN DRUG ARRESTS**

### NUMBER OF CRIMES COMMITTED



**61% REDUCTION IN CRIMES COMMITTED**

### NIGHTS IN JAIL



**48% REDUCTION IN NIGHTS SPENT IN JAIL**



# Retention

## FOLLOW-UP RATE

**77** Successful  
follow-ups completed  
out of **101** follow-ups due

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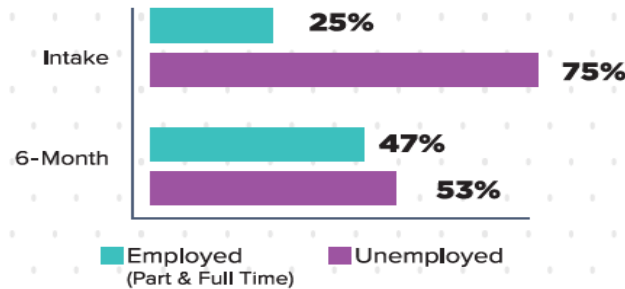
**76.2%**  
**FOLLOW-UP RATE**  
**AS OF JUNE 30, 2018**

The MAT PDOA program is required to collect outcome data for clients at enrollment, 6-months, and at discharge. The program's follow-up rate includes the number of individuals providing data at intake and again at 6-months. As of June 30, 2018, Arizona's MAT PDOA program had a 76.2% follow-up rate, meaning the program successfully collected 77 six-month follow-ups out of 101 intakes. Arizona's follow-up rate is 14% higher than the nationwide follow-up rate of 62.2% for all MAT PDOA grantees.

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# Additional Outcomes

Percent of Individuals Employed at Intake Compared to 6-month Follow-up

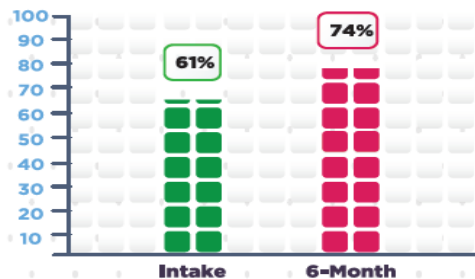


**29% REDUCTION IN UNEMPLOYMENT**  
**89% INCREASE IN EMPLOYMENT**

## HOUSING OUTCOMES

More clients were permanently housed at 6-months than at intake.

Percent of Individuals Housed at Intake Compared to 6-month Follow-up



**21% INCREASE IN PERMANENT HOUSING**

# What do the results tell us?

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- Increase access to Evidence-Based Treatment/Prevention Services
- Increase education and awareness for individuals currently incarcerated prior to Release
- Enhance coordination for individuals being transitioned into the community; ensuring the appropriate level of placement upon release
- Increase cross-sector collaboration.
- Continue efforts to change the framework of behavioral health; addressing the underlying causes of substance use disorder.

# References

- Binswanger IA, Stern MF, Deyo RA, et al. Release from prison—a high risk of death for former inmates. *N Engl J Med.* 2007;356(2):157-165. doi:10.1056/NEJMsa064115
- “Contract # YH14-001,” Arizona Health Care Cost Containment System, effective October 1, 2017, accessed July 27, 2018, pages 96–97
- Fact Sheet: Incarcerated Women and Girls,” The Sentencing Project. Accessed on November 28, 2016: <http://www.sentencingproject.org/wp-content/uploads/2016/02/Incarcerated-Women-and-Girls.pdf>
- Opioid Action Plan, Recommendation Brief: Correctional Facilities.
- Targeted Investments Program Overview, Arizona Health Care Cost Containment System, accessed July 27, 2018
- Transitions Out of the Criminal Justice System,” Arizona Health Care Cost Containment System, accessed July 27, 2018

# Thank you

[Matthew.Fallico@azahcccs.gov](mailto:Matthew.Fallico@azahcccs.gov)



# AHCCCS Complete Care (ACC) Readiness

Michal Rudnick



# AHCCCS Complete Care (ACC) Plans

as of Oct. 1, 2018

Central GSA	South GSA	North GSA
Banner University Family Care	Banner University Family Care	
Care1st		Care1st
Steward Health Choice Arizona		Steward Health Choice Arizona
Arizona Complete Health	Arizona Complete Health	
Magellan Complete Care		
Mercy Care		
UnitedHealthcare Community Plan	UnitedHealthcare Community Plan (Pima County Only)	

# MCO Reach-In

- To facilitate the transition of members transitioning out of jails and prisons into communities...
- ...for members who have been incarcerated in the adult correctional system for 30 days or longer, and have an anticipated release date
- ...activities shall begin upon knowledge of a member's anticipated release date
- ...Contractor shall collaborate with criminal justice partners
- ...to identify justice-involved members in the adult criminal justice system with physical and/or behavioral health chronic and/or complex care needs prior to member's release
- ...the Contractor must utilize the 834 file data provided to the Contractor by AHCCCS to assist with identification of members. The Contractor may also use additional data if available for this purpose.
- appointment to occur within 7 days of member release



# MCO Reach-In

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- Collaborative Protocols and MOUs due by ~~8/31/18~~ **April 1, 2019**
- Protocols to address:
  - Reach-in
  - Data sharing (especially for SMI, GMH/SU)
  - COE/COT
  - Child & Family Teams
  - Super-utilizers in Pima County

# Incarceration Enrollment Suspense/Reinstate Process

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- Daily file sent from county/state when both of the following have taken place:
  - an initial court appearance has occurred AND
  - a minimum of 24 (twenty-four) hours have elapsed since the time of the individual's detention.
- AHCCCS Responsibility:
  - Suspend if incarcerated or reinstate if released Member Title XIX benefit eligibility based on the Member's incarceration status at the time of the query
  - Provide a copy of that day's query results to the County Jail Health Services

# Incarceration Enrollment Suspense/Reinstate Process

## COUNTY Responsibilities:

- 4.1.1. Prior to 5:00 p.m. each day, including weekends and holidays, electronically transmit, in a format agreed to by the Parties, booking and release data for the preceding twenty four (24) hour period. Data that is transmitted shall include, but is not limited to, the detainee's booking number, name, date of birth, gender, time of booking or release, and if detainee was released to another facility and name of facility. Social security numbers shall not be transmitted. **In the event there are no bookings or releases, the COUNTY will transmit the file indicating "no records."**

# What happens when coverage ends during incarceration?

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- Reasons termination of eligibility can occur:
  - Automatic renewal is not possible because other eligibility factors cannot be verified
  - Household members in the community are now ineligible or don't provide requested information
  - How to assist when this happens

# Behavioral Health Residential Facilities (BHRFs)

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- Health Plan Justice Liaisons involved with coordination
- Process for screening and placement in BHRFs
- How do liaisons get access to members while incarcerated to screen for placement?

# Presentation by AHCCCS OCARE

Michael Lipscomb



# Inmate Applications for HEAplus Corrections Assistors



# Agenda

## Part One - Summary:

- ❑ **Community Partners & Justice Systems Overview**
  - How to become an HEAplus Community Partner
  - Community Partners & Justice Systems Resources
- ❑ **Specialized Processes for HEAplus Corrections Assistors**
  - What is a Hospitalized Inmate Application
  - What is a Pre-release Inmate Application
  - Manual verification of custody dates
- ❑ **Preview of Application Processing**
  - Determining when to submit Medical Eligibility Applications
  - Key Pages in HEAplus for Corrections Assistors
- ❑ **Frequently Asked Questions**

## Part Two – Workflow Processes:

- ❑ **Inmate Medical Eligibility Application Processing**
  - Creating Hospitalized Inmate Applications in HEAplus
  - Creating Pre-release Inmate Applications in HEAplus
  - Manual verification of custody dates



# Community Partners & Justice Systems

## Overview

### ▶ HEAplus Community Partners

- There are approximately 200 Community Partner organizations throughout the state who have been given special access in HEAplus to assist Arizonans in applying online for Medical Assistance, Nutrition Assistance (formerly Food Stamps) and TANF Cash Assistance.
- Currently, there are 2,000 active **Community Assistors** from these organizations who submit HEAplus applications on behalf of their customers. With access to the improved electronic data sources, HEAplus is often able to verify much of the information that is required for an eligibility decision in real time. When electronic sources cannot verify all the required information, the assistors can help customers to submit requested documents electronically and monitor the status throughout the application process.

### ▶ Justice Systems

- Included among the Community Partner organizations are a growing number of criminal justice agencies. Many of these agencies have entered into special agreements with AHCCCS to automate status changes when existing members are incarcerated or released from custody. Additionally, some of these agencies have employees/contractors who receive enhanced training in HEAplus to assist the inmate population. These **Corrections Assistors** assist inmates in applying for emergency hospital coverage during incarceration and with applying for medical, nutrition, and cash assistance prior to release from incarceration.

# How to become an HEAplus Community Partner – Corrections Assistor

- ▶ Check out [HEAplus Community Partner Application Instructions](#)
- ▶ **Submit a HEAplus Community Partner Application** form telling us about your organization and how you would like to use HEAplus. Each organization must have a HEAplus Site Administrator who will control access to the system by your staff. You will need to identify this person on the application form.
  - [HEAplus Community Partner Application Form](#)
- ▶ **Sign a HEAplus Community Partner Agreement with AHCCCS:** After we receive your information, we will draft the agreement for your signature and send it to you by e-mail.
- ▶ **User Application Forms:** User application forms are required from both the organization and each individual user before account access is approved in the HEAplus system.
- ▶ **Training:** In addition to the standard New User Training, Corrections Assistors must complete additional training specific to assisting incarcerated individuals.

# Community Partners & Justice Systems RESOURCES

- ▶ **Justice System Initiatives at AHCCCS**
  - [Justice Initiatives - www.azahcccs.gov](http://www.azahcccs.gov)
- ▶ **Division of Member Services: Office of Communications, Advocacy, Resolution and Enrollment (OCARE)**
  - Community Partner and Justice Systems Operations (CP & JS)
    - [HEAplus Community Partner Application Instructions](#)
    - Email inquiries: [HEAAHCCCS@azahcccs.gov](mailto:HEAAHCCCS@azahcccs.gov)
    - Community Partner Hotline (For current Community Partners only)
      - Contact information is contained in HEAplus under ***Links & Contacts***
- ▶ **Intergovernmental Agreements (IGA) with AHCCCS**
  - [Enrollment Suspense IGA Template](#)
  - [Inmate Enrollment Suspension Technical Document](#)

# Specialized processes for Corrections Assistors

In addition to the standard permissions given to Community Partners, **Corrections Assistors** have been granted special access to complete additional processes:

- ▶ Hospitalized Inmate Applications: Applying for AHCCCS coverage for incarcerated individuals who must be hospitalized outside of the correctional facility.
- ▶ Pre-release Inmate Applications: Expedited eligibility processing for incarcerated individuals releasing from justice facilities.
- ▶ Manual verification of custody dates: Providing official verification for incarceration dates to AHCCCS and HEAplus.

# What is a Hospitalized Inmate Application?

- ▶ AHCCCS has Intergovernmental Agreements (IGA) in place with the Arizona Department of Corrections (ADC) and a majority of Arizona county jails to provide services to incarcerated individuals who must be temporarily admitted to a hospital.
- ▶ **Corrections Assistors** assist the incarcerated individuals in completing a Hospitalized Inmate Application, and the applications are submitted to a specialized unit which determines eligibility for the specific hospitalization period.
- ▶ When an incarcerated individual is determined eligible, the hospital may submit the bill to AHCCCS to pay for the hospitalization.
- ▶ **Requirements:**
  - Intergovernmental Agreement (IGA) with AHCCCS
  - HEAplus Community Partner Agreement with AHCCCS

# What is a Pre-release Inmate Application?

- ▶ ADC and most Arizona counties have Community Partner agreements with AHCCCS to submit Pre-Release Inmate Applications via [HEAplus](#) for Medical Assistance approximately 30 days before an incarcerated individual is released from custody.
- ▶ The applications are submitted and held in a specialized queue awaiting a release date to be manually entered into by a **Corrections Assistor** to trigger processing.
- ▶ Once the release date is entered, the application is prioritized to specialized units at the Department of Economic Security (DES) for an expedited eligibility determination. In most cases, a determination is made in less than 72 hours.
- ▶ Incarcerated individuals at risk of needing an institutional level of care upon release can also receive a pre-admission screening and apply for the Arizona Long Term Care System (ALTCS). If approved, ALTCS can facilitate placement immediately following their release.
- ▶ **Requirements:**
  - **HEAplus Community Partner Agreement with AHCCCS**

# Manual verification of custody dates

- ▶ Entering release dates in HEAplus to trigger processing Pre-release Inmate Applications (Requires HEAplus Community Partner Agreement)
- ▶ Reporting Enrollment Suspense information
  - Electronic Submission (Requires Intergovernmental Agreement)
  - Manual Submission (No agreements required for corrections agencies)
    - Fillable PDF forms available from [MCDUJustice@azahcccs.gov](mailto:MCDUJustice@azahcccs.gov)
    - Enrollment Suspense Reporting for juveniles
    - Enrollment Suspense Reporting for adults with an electronic file mismatch/not posting in 72 hours
    - ALTCS applications for inmates requiring an institutional level of care upon release

# Preview of Application Processing: Determining current status in HEAplus

## ▶ Eligibility vs Enrollment

- Eligibility=Funding Source/Category (e.g. DES, SSA, AHCCCS)
- Enrollment=Health Plan (e.g. Mercy Care, United Health Care)

**\*\*Remember: You should only submit an application when an inmate does NOT have current eligibility.**

## ▶ How to determine current status in HEAplus

- *Basic Search* in HEAplus
- *Information Belongs To*



# Preview of Application Processing: Determining current status in HEAplus

**Basic Search**

[Switch to Advanced Search](#)

**Person Information**

First Name ?  Middle Name  Last Name ?

Date of Birth

**Unique Number Identifier** ?

Person Unique Identifier ?  Case Unique Identifier ?  SSN

[Check PMMIS](#) [Alternative ID](#) © Social Interest Solutions All Rights Reserved

# Example- Medical Application Needed

**Search Results**

*No Persons were found, please refine the search.*

*You have chosen to search for persons that match the following criteria:*

Last Name that contains *Mcduffy*  
First Name that contains *Robert*  
Date of birth that matches *02/19/1974*

Filter:  [Add Filter](#)

Rows per Page:  ▼

[Back to Search](#) [Begin Application](#)

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# Example-No Medical Application needed

Information Belongs To: 39900389318144

James Adams (09/08/1977)

## Medical Coverage and Benefits

Name	Program	Plan	Begin Date	End Date	Renewal Date
<a href="#">James Adams</a>	AHCCCS Medical Assistance	MERCY CARE PLAN	09/01/2016		02/28/2019

Name	Person ID	Date of Birth	Relationship	Program
James Adams	<a href="#">39900064031178</a>	09/08/1977	Self	MA

**Home Address:** 8522 W Osborn Rd Phoenix, AZ 850372739  
**Mailing Address:** 8522 W Osborn Rd Phoenix, AZ 850372739

### + Application Status

**Current RFI Due Date:** 02/16/2017

- [View Application Summary](#)
- [View Eligibility Information Status \(Verification Factor Page\)](#)
- [Report A Change](#)
- [View Appeal Request Summary](#)
- [Upload or View Documents to Support Verifications](#)
- [View Disposition History](#)
- [Review Notes](#)
- [View Case Summary](#)
- [Reprint fax cover sheets](#)
- [View Summary of Letters](#)

# Example- Medical Application Needed

Information Belongs To: 39903372317149

James Adams (09/08/1977)

## Medical Coverage and Benefits

Name	Program	Plan	Begin Date	End Date	Renewal Date
<a href="#">James Adams</a>	AHCCCS Medical Assistance	HEALTH CHOICE AZ	11/01/2007	02/28/2009	

Name	Person ID	Date of Birth	Relationship	Program
James Adams	<a href="#">39900064031178</a>	09/08/1977	Self	MA

**Home Address:** 8522 W Osborn Rd Phoenix, AZ 850372739

**Mailing Address:** 8522 W Osborn Rd Phoenix, AZ 850372739

### + Application Status

**Current RFI Due Date:** 02/16/2017

[View Application Summary](#)

[View Eligibility Information Status \(Verification Factor Page\)](#)

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[Review Notes](#)

[View Case Summary](#)

[Reprint fax cover sheets](#)

[View Summary of Letters](#)

# Key Pages in HEAplus for Corrections Assistors

- ▶ *Main Contact's Home Address*
- ▶ *Main Contact's Mailing address*
- ▶ *Consent for an Assistor*
- ▶ *Persons Who Live With*
- ▶ *Jail and Prison Information*
- ▶ *Incarcerated and Hospitalized Information page*
- ▶ *Income entry*
  - *Household Has No Income*
  - *Expected Changes*
- ▶ *Declaration for Medical Assistance*

# Main Contact's Home Address

**Main Contact's Home Address** Case Notes

Is the Main Contact's home address outside the U.S?  Yes  No

If the Main Contact is homeless, living in a shelter or enrolled in Arizona's Address Confidentiality Program. We will help you enter the home address [Click Here](#)

ZIP Code	<input type="text" value="85034"/>	<input type="text" value="2217"/>
Address 1	<input type="text" value="801 E Jefferson St"/>	
Address 2	<input type="text" value="Apt/Unit/Suite#"/>	
City	<input type="text" value="Phoenix"/>	
State	<input type="text" value="Arizona"/>	

**Address where the inmate intends to reside upon release**

**NEVER use the address of the corrections facility**

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[← Previous](#) [Cancel](#) [Save and Close](#) [Next →](#)

# Main Contact's Mailing Address

**Main Contact's Mailing Address** Case Notes

Are the home and mailing addresses of the Main Contact the same?  Yes  No

Is the Main Contact's mailing address outside the U.S.?  Yes  No

**Main Contact does not have a mailing address, use General Delivery**

**Mailing Address**

ZIP Code	<input type="text" value="85034"/>	<input type="text" value="2217"/>
Address 1	<input type="text" value="801 E Jefferson St"/>	
Address 2	<input type="text" value="Apt/Unit/Suite#"/>	
City	<input type="text" value="Phoenix"/>	
State	<input type="text" value="Arizona"/>	
In Care Of	<input type="text"/>	

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Previous Cancel Save and Close Next

**Address where the inmate wants to receive mail**

**Be sure to use the In Care Of field to ensure delivery**

# Consent for an Assistor

**Must be signed prior  
to submission**

**Must be uploaded  
within 24 hours  
following submission**

## Consent for an Assistor

### CONSENT FOR AN ASSISTOR FORM

Application ID: 2017060001320

Assistor Organization: Mountain Park Health Center

The State of Arizona needs your consent to share personal, private information about you and the persons in your application with Kathy Sponagle and staff from Mountain Park Health Center before Kathy Sponagle can continue helping you with your application.

#### **Option to Give Consent:**

When you give consent for an Assistor to help you apply by using Health-e-Arizona Plus (HEAplus), the Assistor and other staff from their organization will be able to see private, personal information in HEAplus for all persons in your application. The private and personal information includes:

- Information received from Federal and State data sources, which may include, but is not limited to, citizenship and immigration status, Arizona residency status, and income and employment information;
- Letters sent to you by the state; and
- Eligibility decisions made by the State for your applications.

The State requires Mountain Park Health Center, its employees, agents and contractors to promise to keep information for the persons in your application private and not to use this information for any purpose other than to help with your applications. The State will stop access to HEAplus for Mountain Park Health Center, its employees, agents and/or contractors if they do not keep the information private. However, the State is required to inform you that the information disclosed to the Mountain Park Health Center, its employees, agents and contractors may not be protected by the federal Health Information



# Persons Who Live With

**Include spouse, children,  
or any other family  
members**

**Do not add persons if  
inmate intends to live in  
halfway house,  
treatment, or is  
homeless**

## Persons Who Live With George Lunsford Case Notes

How many persons live with George Lunsford, including persons who normally live with George Lunsford but are temporarily away from home?

First Name	Middle Name	Last Name	Suffix(Jr,Sr,etc.)	Relationship to you
<input type="text" value="George"/>	<input type="text"/>	<input type="text" value="Lunsford"/>	<input type="text" value="-Suffix-"/>	Self

## Persons Who Live With George Lunsford

How many persons live with George Lunsford, including persons who normally live with George Lunsford but are temporarily away from home?

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First Name	Middle Name	Last Name	Suffix(Jr,Sr,etc.)	Relationship to you
<input type="text" value="George"/>	<input type="text"/>	<input type="text" value="Lunsford"/>	<input type="text" value="-Suffix-"/>	Self
<input type="text" value="Lillian"/>	<input type="text"/>	<input type="text" value="Lunsford"/>	<input type="text" value="-Suffix-"/>	Wife <input type="text"/>
<input type="text" value="Jason"/>	<input type="text"/>	<input type="text" value="Lunsford"/>	<input type="text" value="-Suffix-"/>	Son <input type="text"/>
<input type="text" value="Jared"/>	<input type="text"/>	<input type="text" value="Lunsford"/>	<input type="text" value="-Suffix-"/>	Son <input type="text"/>

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# Jail and Prison Information

## Jail and Prison Information

Case Notes

Is anyone who wants benefits currently in a jail, prison, or detention center?

Yes  No



Select who is in a jail, prison or a detention center.

Felix Smith

Was anyone who wants benefits released from a jail, prison or detention center **this month**?

Yes  No

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# Jail and Prison Information

## Jail and Prison Information

Case Notes

Is anyone who wants benefits currently in a jail, prison, or detention center?

Yes  No

Please select who is in a jail, prison or detention center.

Felix Smith

Expected release must be 30 days or less

What date does Felix Smith expect to be released?

Is Felix Smith serving a sentence based on conviction of a crime?  Yes  No

Has Felix Smith been hospitalized? **YES for Hospitalized Inmate Applications**  Yes  No

Does Felix Smith have one of the special medical conditions listed below?

Special Medical Condition expedites processing

- HIV positive
- Pregnancy
- End stage kidney disease – On dialysis
- Seriously Mentally Ill (SMI)
- Receiving cancer treatment
- Insulin dependent diabetes
- Seizure disorder
- Hepatitis C – only when in treatment
- Inmate requires institutional level of care

Yes  No

Was anyone who wants benefits released from a jail, prison or detention center **this month**?


Yes  No


# Incarcerated and Hospitalized Inmate Information

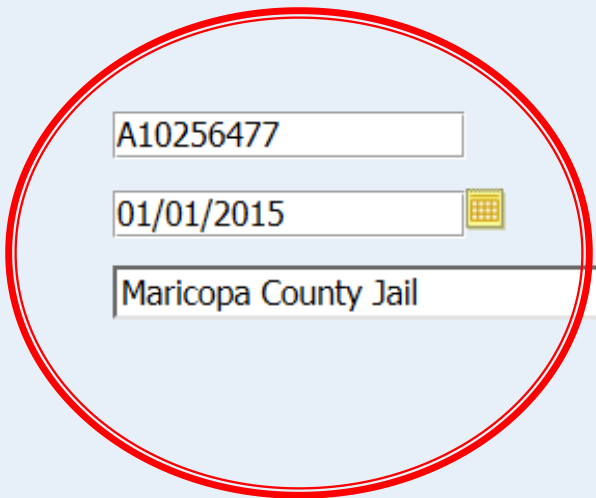
**Incarcerated and Hospitalized Inmate Information** Case Notes

**Felix Smith**

Inmate ID Number

Date of Incarceration  

Jail, Prison or Detention Center  



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# Income Information

**Income Information** Case Notes

Does anyone have income from work (other than self-employment)?  Yes  No

Does anyone have any other income or receive money from another source?  Yes  No

**Current income only - Do not include anticipated income for inmates  
All income from all household members (Persons Who Live With) must be included**

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# Household Has No Income

**Household Has No Income** Case Notes

Your household has no income, how do you support your household? Check all that apply


- Living with family/friends
- Using money from savings or checking accounts
- Living off credit cards
- Getting loans from people
- Someone is giving the household money
- Someone is paying bills directly
- Working in exchange for rent
- Working 'odd jobs'
- Other

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# Expected Changes in [Income]

## Expected Changes in Seasonal or Contract Income


 Case Notes

Does anyone in the household have seasonal work or contract employment that is expected to change over the next twelve (12) months?

Yes  No

Please tell us only about changes that happen regularly.

## Other Expected Changes In Income

 Case Notes

Does anyone in the household expect any other changes to income in this month or next month?

Yes  No

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# Declaration for Medical Assistance

## Declaration for Medical Assistance

Case Notes

Please read the following before you sign your application:

- What is expected of me?
- What are my rights?
- What are the rules and penalties?
- Assignment of Rights to Other Beneficiaries

What is expected of me?

For all programs:

- You must provide DES and/or AH eligibility and authorize DES and/or AH to confirm the accuracy of the information you provide.
- If you are approved for benefits, you MUST report your changes timely.

**Must be signed prior to submission**

Signature:

Important! Only the applicant or the applicant's authorized representative can sign this application.

_____	_____
Applicant 1	Date
_____	_____
Applicant 2	Date
_____	_____
Witness (if applicant signed with a mark)	Date

I decline to sign the above declaration

Please enter the date the declaration was signed

MM/DD/YYYY 

Print Application



# Frequently Asked Questions

## Pre-Release Medical Assistance Applications

### Frequently Asked Questions for **Corrections Assistors**

*Although not required, it is highly recommended that inmates check the status of their application 72 hours after release from incarceration. Inmates should contact the Arizona Department of Economic Security (DES) using one of the following methods:*

- Call HEAplus Customer Support at 1-855-432-7587
- Visit a local DES office. To locate an office near you, check <https://des.az.gov/find-your-local-office>

#### What is the timeline for a Pre-release Inmate Medical Application?

*Applications are submitted by Corrections Assistors approximately 30 days prior to the inmate's anticipated release date. The Arizona Department of Economic Security (DES) has 45 days from the submission date to make an eligibility determination. In most cases, an eligibility determination will be made within 24 to 72 hours after the inmate is released from incarceration and a **Decision Notice** will immediately be sent to the mailing address the inmate provided on their application.*

#### What is a Request for Information (RFI) letter?

*A **Request for Information (RFI)** letter is automatically sent to the inmate's mailing address a few days after their application is submitted by the Corrections Assistor. This letter will list all of the documents required for an eligibility determination to be made. In most cases, the Corrections Assistor who submitted the application will already have submitted all the required documents. *Examples of special cases (Inmate reporting income while incarcerated, income verification for household members included in inmate's budget group)**

#### If approved, when will the inmate receive their AHCCCS insurance card?

*The health plan the inmate selected on the application (or the plan assigned to them if they did not select a plan on the application), will mail newly enrolled AHCCCS members their insurance card within 3 to 7 business days after approval. If they do not receive your insurance card within that timeframe, instruct them to contact their health plan directly. The inmate can contact HEAplus Customer Support (see above) to receive contact information for their current health plan.*

#### Can an inmate receive medical services before receiving the AHCCCS insurance card?

*YES, the inmate can obtain medical services with only their **AHCCCS ID#** as soon as they are approved for medical assistance. The participating medical provider (doctor or pharmacy) will be able to verify your enrollment in a medical assistance program. To obtain their AHCCCS ID#, the inmate can contact HEAplus Customer Support (see above).*

# Frequently Asked Questions

## Pre-Release Medical Assistance Applications

### Frequently Asked Questions for Pre-release Applicants

*It is highly recommended that you check the status of your application 72 hours after your release from incarceration. You can check the status of your application by contacting the Arizona Department of Economic Security (DES) using one of the following methods:*

- Call HEAplus Customer Support at 1-855-432-7587
- Visit a local DES office. To locate an office near you, check <https://des.az.gov/find-your-local-office>

#### What do I need to do after I am released from incarceration?

*72 hours after release from incarceration, call HEAplus Customer Support at 1-855-432-7587 and select **Option #1** for Medical Programs. After the customer service agent verifies your identity, ask them the following questions (Use this form to record the information you receive from the agent):*

- *I have a pending medical assistance application in HEAplus. Has my application been approved yet?*
- *If yes, what is my **AHCCCS ID#** \_\_\_\_\_ and what **health plan** am I enrolled with \_\_\_\_\_?*  
*Can you provide me with contact information for my health plan \_\_\_\_\_?*  
*Can I please verify the physical and mailing address information you have for my application?*  
*Have I been approved for any other programs (such as SNAP or CASH assistance)?*  
*What do I need to do to receive these other benefits \_\_\_\_\_?*
- ***If your application for medical assistance has not been approved yet, ask the customer service agent:***  
*Is there additional information needed for my application \_\_\_\_\_?*  
*How can I submit the missing information for my application \_\_\_\_\_?*

#### Do I have to wait to get my AHCCCS insurance card before I can receive medical services?

*No, you can obtain medical services with your **AHCCCS ID#** as soon as you are approved for medical assistance. The participating medical provider (doctor or pharmacy) will be able to verify your enrollment in a medical assistance program. You should receive your AHCCCS insurance card in the mail from your health plan 7-14 days after you are approved.*

**To find a participating doctor or pharmacy in your area, contact your health plan.**

# QUESTIONS?



# Maricopa County Correctional Health Services -Process to Support Individuals with a Developmental Disability

Dr. Dawn Noggle

# Protocols for Enrollment/Suspense Process

Michal Rudnick, Claudia Rodriguez



# Protocols for Enrollment/Suspense

- When a daily file isn't received or in error, members may lose coverage & reporting errors occur
- County Point of Contacts
- Next steps?

# Transportation

Dana Hearn



# Transportation

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- Getting our members to/from court and/or accompanying them
- Updates from Plans on any workgroup strategies to ensure member compliance with court requirements



# Roundtable & Questions/Answers

All



Thank you!

