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

AHCCCS Administration
- 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

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

Funding
- Federal
- State
- County
- Private
- Premium Grants

Grants
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

**KidsCare**
Children 18 and under

**ACUTE**
Primarily children and women with children

**ALTCS**
Individuals with developmental disabilities, physical disabilities, or over 65 years of age

- 90% Acute
- 4% ALTCS
- 6% KidsCare

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 approached 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%

Source: AHCCCS, October 2007
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

Source: AHCCCS Claims Data, 2007
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

Professional (CMS 1500) | Institutional (UB-92)
Monthly Online Claims 2007

Total FFS Claims Submitted Monthly to AHCCCS
IHS and 638 Reimbursements

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<tr>
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- Inpatient
- Outpatient
IHS/638 Reimbursements for SFY07

- IHS/AHCCCS Members: 221,860,942
- HP Members: 26,474,602
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

- EHR Repository
- AHCCCS Web Portal
- ePrescribing
- Lab Order and Results Delivery
- Clinical Info Management
- Access Hospital Discharge Info
- Referrals Prior Authorization
- Claims and Eligibility Management
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**

Health-e Arizona Utilization by IHS and Tribal Facilities

Applications Approved 11/06 – 11/07

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<td>123</td>
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<td>Phoenix Indian Medical Center</td>
<td>2261</td>
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<td>Whiteriver Indian Hospital</td>
<td>91</td>
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<td>Winslow Indian Health Care Center</td>
<td>216</td>
<td>30</td>
<td>0</td>
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<tr>
<td>Gila River Health Care Corporation</td>
<td>238</td>
<td>15</td>
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<tr>
<td><strong>Total</strong></td>
<td>3798</td>
<td>492</td>
<td>47</td>
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1. Total Medical (KidsCare, DES & DES-MED, and SSI MAO & MCS) represents individuals approved for health care coverage.
2. Food 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

- **Carol Chicharello (Tribal Consultation)**
  Tribal Relations Liaison
  Office of Intergovernmental Relations
  AHCCCS Office of the Director
  801 E. Jefferson, MD 4100
  Phoenix, Arizona 85034
  Phone: (602) 417-4610
  carol.chicharello@azahcccs.gov

- **Bruce Jameson (IHS/AHCCCS)**
  Outreach Manager
  AHCCCS Division of Fee for Service Mgt.
  701 E. Jefferson, MD 8500
  Phoenix, Arizona 85034
  Phone: (602) 417-4175
  bruce.jameson@azahcccs.gov

- **Filmer Lalio (ALTCS Tribal CM)**
  ALTCS Tribal Case Management Coordinator
  AHCCCS Division of Health Care Management
  701 E. Jefferson, MD 6500
  Phoenix, Arizona 85034
  Phone: (602) 417-4402
  filmer.lalio@azahcccs.gov

- **John Molina, M.D. (NAHI)**
  AHCCCS Medical Director
  701 E. Jefferson, MD 8500
  Phoenix, Arizona 85034
  Phone: (602) 417-4831
  john.molina@azahcccs.gov
## Health Plan & Program Contractor Contact List

### Acute Care Health Plans –

<table>
<thead>
<tr>
<th>Health Plan Name</th>
<th>Phone Number</th>
<th>Website Address</th>
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<tbody>
<tr>
<td>UNIVERSITY FAMILY CARE</td>
<td>1-888-708-2930</td>
<td><a href="http://www.universityfamilycare.com">http://www.universityfamilycare.com</a></td>
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<tr>
<td>Maricopa Health Plan</td>
<td>1-800-582-8686</td>
<td><a href="http://www.mhpaz.com">http://www.mhpaz.com</a></td>
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<tr>
<td>APIPA</td>
<td>1-800-348-4058</td>
<td><a href="http://www.myapipa.com/overview.htm">http://www.myapipa.com/overview.htm</a></td>
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<tr>
<td>PIMA HEALTH PLAN</td>
<td>1-800-423-3801</td>
<td><a href="http://www.pimahealthsystem.org">http://www.pimahealthsystem.org</a></td>
</tr>
<tr>
<td>CARE 1ST ARIZONA</td>
<td>1-866-560-4042</td>
<td><a href="http://www.care1st.com">http://www.care1st.com</a></td>
</tr>
<tr>
<td>MERCY CARE PLAN</td>
<td>1-800-624-3879</td>
<td><a href="http://www.mercycareplan.com">http://www.mercycareplan.com</a></td>
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<tr>
<td>HEALTH CHOICE AZ</td>
<td>1-800-322-8670</td>
<td><a href="http://www.healthchoiceaz.com">http://www.healthchoiceaz.com</a></td>
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### Long Term Care Health Plans –

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<tr>
<td>SCAN – LTC</td>
<td>1-888-540-7226</td>
<td><a href="http://www.scanhealthplan.com">http://www.scanhealthplan.com</a></td>
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<tr>
<td>COCHISE HEALTH SYSTEMS</td>
<td>1-800-285-7485</td>
<td><a href="http://www.co.cochise.az.us/CASS/CHS.htm">http://www.co.cochise.az.us/CASS/CHS.htm</a></td>
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<td>PINAL/GILA LTC</td>
<td>1-800-831-4213</td>
<td><a href="http://www.co.pinal.az.us/LTC/">http://www.co.pinal.az.us/LTC/</a></td>
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<tr>
<td>Pima Health Plan</td>
<td>1-800-423-3801</td>
<td><a href="http://www.pimahealthsystem.org">http://www.pimahealthsystem.org</a></td>
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<tr>
<td>BRIDGEWAY HEALTH SOLUTION</td>
<td>1-866-475-3129</td>
<td><a href="http://www.bridgewayhs.com">http://www.bridgewayhs.com</a></td>
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<tr>
<td>LTC DD DES</td>
<td>1-800-624-4964</td>
<td><a href="http://www.de.state.az.us/ddd/">http://www.de.state.az.us/ddd/</a></td>
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<tr>
<td>Mercy Care Plan</td>
<td>1-800-624-3879</td>
<td><a href="http://www.mercycareplan.com">http://www.mercycareplan.com</a></td>
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<tr>
<td>YAVAPAI LONG TERM CARE</td>
<td>1-800-850-1020</td>
<td><a href="http://www.co.yavapai.az.us/LTC.aspx">http://www.co.yavapai.az.us/LTC.aspx</a></td>
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### Behavioral Health Plans –

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<tr>
<td>Arizona Dept. of Health Services</td>
<td>1-800-392-2222</td>
<td><a href="http://www.hs.state.az.us/bhs/aboutbhs.htm">http://www.hs.state.az.us/bhs/aboutbhs.htm</a></td>
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www.myhealthandwellness.com
Questions