Welcome to IHS/638 Quarterly Forum

July 6, 2017
Gold Room 701-3
1:30 p.m. – 3:00 p.m.
## Agenda

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<th>Topic</th>
<th>Presenter</th>
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<td>Welcome &amp; Introductions</td>
<td>Rachel Byrne</td>
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<td>Introduce New Trainer</td>
<td>Rachel Byrne</td>
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<td>American Indian Medical Home (AIMH)</td>
<td>Karen Grady</td>
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<td>Claims Clues</td>
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<td>Upcoming Trainings</td>
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Reaching across Arizona to provide comprehensive quality health care for those in need
American Indian Medical Home (AIMH)
<table>
<thead>
<tr>
<th>MCOs</th>
<th>Provide members with PCPs, case management, and call lines as an administrative service</th>
</tr>
</thead>
<tbody>
<tr>
<td>IHS/638 Facilities</td>
<td>No administrative dollars for case management or call lines</td>
</tr>
<tr>
<td>AIMH</td>
<td>Provide a PMPM payment to qualified IHS/638 facilities to support care coordination services for AIHP members</td>
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American Indian Medical Home

**AIMH Medical Homes provide:**

<table>
<thead>
<tr>
<th>Required</th>
<th>Optional</th>
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<tbody>
<tr>
<td>Primary Care Case Management (PCCM)</td>
<td>Diabetes Education</td>
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<tr>
<td>24 Hour Call Line</td>
<td>Participation in the state HIE</td>
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</table>
AIMH Provider Requirements

- IHS or Tribal 638 facility
- PCCM accreditation - NCQA or another appropriate accreditation body, OR
- National IHS Improving Patient Care (IPC) program annual attestation

MUST HAVE
Eligible IHS/638 Provider Types

- 02 – Level I Hospital
- 05 – Clinic (excluding Dental Providers)
- IC – Integrated Clinic
- C2 – Federally Qualified Health Center (FQHC)
- 29 – Community/Rural Health Center (RHC)
AIMH Providers Requirement (Cont’d)

- Enter into AIMH IGA
- Annual renewal
AIMH Provider Requirements

• **Diabetes Education** (Optional)
  - Diabetes education accreditation through a recognized accreditation agency

• **HIE** (Optional)
  - Participate in the state Health Information Exchange
AIMH Service Levels and PMPM

- AIMH service levels for prospective PMPM reimbursement ($13.26 PMPM)
  - Primary care case management
  - 24 hour call line

- Optional services for additional PMPM
  - Diabetes education \(\text{(additional } $2 \text{ PMPM})\)
  - Participate in State HIE \(\text{(additional } $7.50 \text{ PMPM})\)

- Annual increase of 4.6%
Prospective PMPM payments based on service level provided:

- **First level AIMH**: PCCM services and 24 hour telephonic access to the care team.  
  PMPM Rate: $13.26

- **AIMH and Diabetes Education**: All services in first level plus diabetes education.  
  PMPM Rate: $15.26

- **AIMH and participates in State HIE**: All the services in first level plus participates in state HIE.  
  PMPM Rate: $20.76.

- **AIMH with Diabetes Education and State HIE**: All services described in the first three levels.  
  PMPM Rate: $22.76.
## Service Levels Overview

<table>
<thead>
<tr>
<th>AIMH Level</th>
<th>PMPM Rate</th>
<th>PCCM</th>
<th>24 hour Telephonic Access to the Care Team</th>
<th>Diabetes Education</th>
<th>State HIE</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>$13.26</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>2</td>
<td>$15.26</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>3</td>
<td>$20.76</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>4</td>
<td>$22.76</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</table>
AIMH Application Requirements

- Signed AIMH IGA
- AIMH Registration Form
- Supporting Documents for Service Level
- EDI Checklist
- W-9 Form
AIMH Application Process

- Facility submits Application Packet to DFSM
- DFSM reviews Application Packet (5 days)
- DFSM sends request to ISD to assign AIMH ID and rate (15-20 days)
- Facility works with ISD to set up PMPM payments via 820 EFT system
- Facility may begin assigning members via AHCCCS online
AIMH PMPM Prospective Payment

- Prospective PMPM to AIMH where member was assigned the prior month as of point in time processing cut off:
- Member assigned at Facility A as of 10/25, 10/26 processing run, PMPM will be paid for November
- Member assignment ends 10/25, PMPM will not be paid to Facility A for November
AIMH Member Requirements

• Title XIX only; no Kidscare
• AIHP enrolled members only
• No Tribal ALTCS
• Participation is voluntary
• Member may discontinue at any time
• Member may switch AIMH at any time
• Facility must keep signed AIMH form on file
 AIMH Implementation Timeline

• SPA approved by CMS
• 10/1/17 – IHS/638 facilities may begin submitting AIMH application packets
• After 11/1/17 – Prospective PMPM payments for assigned members begin
AIMH Web Page & AIMH email

https://www.azahcccs.gov/AmericanIndians/AmericanIndianMedicalHome/

AIMH@azahcccs.gov
Questions?

Reaching across Arizona to provide comprehensive quality health care for those in need
Thank You.
Constant Contact
What is it?

- Receive emails regarding our upcoming trainings, notices, claims clues, etc.
- Stay connected! Be aware of what’s to come.
- Easy to sign up!
Dear AHCCCS Fee-for-Service Providers,

AHCCCS will be providing a training session on June 8, 2017 at 2:00 pm – 3:00 pm (Phoenix Time) on Replacement & Void.

Providers and their staff are welcome to attend in person or by Webinar/Teleconference.

Appearing in Person: (Note: No Reservations required) AHCCCS Administration
701 E. Jefferson, 3rd floor Gold Room, Phoenix, AZ 85034

Joining via Webinar/Teleconference: (Note: No reservation is required)

Dial In Info:

1. Dial the Conferencing access number: 1-877-820-7831
2. Dial the Conferencing Pass code: 1621406

Participant Features:
Mute / Un-mute *5
Increase volume *4
Decrease volume *7
Increase Microphone *5
Decrease microphone *8

PLEASE MUTE YOUR PHONE
DO NOT PLACE YOUR PHONE ON HOLD; THIS WILL DISRUPT THE TRAINING WITH MUSIC.

Click on the following link to join the meeting via Go to Meeting:
https://global.goxwebinar.com/join/69404702692292737/74942886

By joining Go to Meeting you will see the presentation live but will need to call-in to hear the discussion.

NOTICE: This e-mail and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law and is intended only for the use of the specific individual(s) to whom it is addressed. This information may only be disclosed to authorized persons. If you are not the intended recipient, you are advised not to read, distribute or copy this message or any part of it. If you have received this message in error, please notify the sender immediately by return e-mail and delete all copies of it from your computer and attached systems.

Reaching across Arizona to provide comprehensive quality health care for those in need
How to sign up

• Start at the AHCCCS web page
  o https://www.azahcccs.gov/
Resources → DFSM Training
Reaching across Arizona to provide comprehensive quality health care for those in need

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### Subscribe

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<td>April 20, 2017</td>
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<tr>
<td>Arizona Long Term Care System (ALTCS) Dental Benefit</td>
<td>April 3, 2017</td>
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<tr>
<td>How to Status a Claim Using the AHCCCS Online Portal</td>
<td>March 17, 2017</td>
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<td>Prior Authorization (PA)</td>
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<tr>
<td>Behavioral Health Non-Emergency Medical Transportation (BH NEMT)</td>
<td>March 1, 2017</td>
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<tr>
<td>Claims Submission using the AHCCCS OnLine Portal</td>
<td>February 16, 2017</td>
</tr>
<tr>
<td>National Drug Code (NDC)</td>
<td>January 12, 2017</td>
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### Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates.

DFSM Claims Clues Newsletter

**Claims Status**

For status information on your claims, please use the [AHCCCS On-Line Portal]. If you require technical assistance with the portal, please contact the AHCCCS ISD Customer Support Desk at 602-417-4451. If you are unable to resolve the issue using the portal, please contact AHCCCS Claims Customer Service at 602-417-7670, option 4.

Please email the Division of Fee-For-Service Management’s Training Team at: [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)
Subscribe to email newsletters from AHCCCS

We invite you to sign up for the various newsletters published by Divisions within AHCCCS. Click on the Divisions below to see a list of available newsletters. You may unsubscribe at any time by clicking the Unsubscribe link at the bottom of every email.

- **Division of Fee for Service Management:** news for the various Fee for Service healthcare providers.
- **Office of the Director:** press releases, general announcements, notices of public comment periods and pharmacy program updates.
Fill out all fields

Make sure to fill in all required fields marked with a red asterisk *

Subscribe to the AHCCCS DFSM Email Notifications/Updates

Please complete the required fields* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!

* Email Address

* First Name

* Last Name

* Phone Number

* Company
Mark the provider specialty

- FFS - BH Providers
- FFS IHS-638 Providers
- FFS TRBHA Distribution
- FFS-All Providers
- FFS-Ancillary
- FFS-DFS/MCARECOORDINATION
- FFS-HCBS Providers
- FFS-Hospital-Facilities
- FFS-Practitioners
- FFS-Transportation
- General Interest
- Integrated Svcs

Mark the appropriate provider specialty and hit sign up.

Sign Up
You’re all set!

• Receive immediate notifications regarding important notices.

• Plan ahead and determine which trainings you would like to attend.
Questions?

Please feel free to contact us at:

ProviderTrainingFFS@azahcccs.gov
Thank You.

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Claims Clues
What is Claims Clues?

Claims Clues is a periodic publication provided by the AHCCCS Division of Fee for Service Management.

- The AHCCCS Claims Clues newsletter serves as one of the DFSM Provider training resources.
- Notification of changes to AHCCCS Programs
- Highlights system changes and updates
- Updates on billing policies and requirements
How does this benefit me?

- Schedule opportunities for training
- Know how to contact AHCCCS for your various needs
- Stay current and informed of billing changes
Be the Driver of Change

“Drivers of Change” investigate the key issues and trends driving change in our societies and work environments.

Additional benefits include:

- Assistance with problem claims
- Effectively manage your time (less time on phone)
- Correct first time claim submissions for faster payment turn around times
- **Become your office EXPERT!**
Sign me up!

There are **two** ways to receive *Claims Clues*:

1. Visit the AHCCCS website
   https://www.azahcccs.gov/
- Scroll to “Links and Contacts”

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- The link provided is dedicated to the *Claims Clues* newsletter webpage

- Prior month newsletters are also available for your convenience.
The second option to receive *Claims Clues* is via email:

2. Located in the “Links and Contacts” section within the previously mentioned AHCCCS webpages

When you subscribe through the Division of Fee for Service Management newsletter, *Claims Clues* will come directly to your email.
Questions?

Please feel free to contact us at:

ProviderTrainingFFS@azahcccs.gov
Thank You.

Reaching across Arizona to provide comprehensive quality health care for those in need
IHS/638 Pharmacy NDC System Issues

Reaching across Arizona to provide comprehensive quality health care for those in need
Pharmacy Dual Medicare Members

System Issue One (Begin and End Dates):

Our system is currently not reading the begin and end dates for Medicare Coverage and is denying the claims as part D. This only impacts Dual Eligible NDC claims.

This issue is currently with our IT department to correct the coding. They are in the coding design stage and will try and expedite the coding, testing, and promotion of the changes. Estimated promote date is July 20, 2017.

Once the correction is complete, we will identify and recycle claims that were inappropriately denied.
System Issue Two (Pharmacy D Tables):

The pharmacy D tables in our system are outdated and set-up wrong causing pharmacy claims to deny for NDC code is on the part D list.

Again this only impacts Dual Eligible.

The tables are currently being updated. The coding issue is currently with our IT department to correct the coding that is used in processing these types of claims. They are in the coding design stage and will try and expedite the coding, testing, and promotion of the change being done. Estimated promote date is July 20, 2017.

Once the correction is complete we will identify and recycle claims that were inappropriately denied.
System Issue Three (Duplicate Claims):

Only one pharmacy claim per member per day should be billed. Currently if you unbundle the claims and bill each NDC on separate claims, our system will pay each claim up to 5 creating overpayments.

Clinic visits may deny for exceeding five AIR limits if five pharmacy claims were billed and paid.

Our IT department was able to fix the duplicate logic issue. The fix was promoted on June 29, 2017.

We’re in the process of identifying and recycling the duplicate pharmacy claims to recoup the overpayments.
Pharmacy Dual Medicare Members

We will inform IHS/638 stakeholders when the corrections are complete.

We will then identify and recycle claims that have been inappropriately denied and or paid.

Estimated promote date is July 31, 2017. We will let you know if this changes.
Questions?

Reaching across Arizona to provide comprehensive quality health care for those in need
Thank You.
Call for Topics

Reaching across Arizona to provide comprehensive quality health care for those in need
We are listening and would love your ideas!

Let us know what topics you’d like to see training in.

Call for Topics Form will be attached to our upcoming GotoWebinars.

Complete and forward to ProviderTrainingFFS@azahcccs.gov
Upcoming Trainings
<table>
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<tr>
<th>Topic</th>
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<td>Navigating the AHCCCS Website</td>
<td>July 13, 2017</td>
<td>1:30 pm – 3:00 pm (MST)</td>
</tr>
<tr>
<td>Constant Contact</td>
<td>July 20, 2017</td>
<td>2:30 pm – 4:00 pm (MST)</td>
</tr>
<tr>
<td>Claims Clues</td>
<td>July 27, 2017</td>
<td>2:30 pm – 4:00 pm (MST)</td>
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How to join

• Quarterly schedules are published on the AHCCCS webpage at:
  o https://www.azahcccs.gov/Resources/DFSMTraining/index.html

• Receive reminders through Constant Contact

• Join us in person or via GotoWebinar
  o Mini sessions will be held exclusively on GotoWebinar.

• Registration is NOT required to join in person

• Registration IS required to join via GotoWebinar
Questions & Answers
THANK YOU!

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