New system went live for providers on 08/31/2020

Challenges
• Staff orientation / Learning Curve
• Provider training and orientation
• Call volume increase

Strategies for success
• Online training provided to over 1400 providers in August
• Online videos and written tutorials for providers
• Email box established for APEP questions
• Increased call center staff
Processing Time

• Goal is, and always was, to process applications in **30 days**
  o Prior to August 2020, the team focused on ensuring there was not a backlog when we migrated to the new system. This strategy resulted in very low processing times.
  o Current time frame is about 39 days for new applications and updates.
  o If there is a need for an expedited process, it will still take a minimum of 8 days for processing in APEP
Re-Registration Process

- **All Providers** will need to Re-Register in APEP
  - It will take about 15 months to complete this process for all 98,000 Arizona providers
  - About 7,000 providers each month will receive a letter with a unique application number to begin the re-registration process
  - This process is to ensure that converted information for each provider is accurate
  - For many providers, the re-registration will be considered a revalidation and be good for 4 years
Re-Registration Process

• All Providers will need to Re-Register in APEP

  o If a provider needs to update their existing record before they receive their re-registration letter/unique application number they can contact our call center. 602-417-7670 Option 5

    • It will take 3 - 5 days to receive a unique application number so it is important to plan ahead when this occurs
What can Providers do to help?

- Use APEP as opposed to submitting paper applications
- Be patient and allow at least 30 days for processing
- Try to refrain from calling and also using multiple email addresses for the same question/concern
Questions can be sent to:

- APEP related:
  - APEPT rainingQuestions@azahcccs.gov

- All others:
  - PR notice@azahcccs.gov
Questions?
Thank You.
Electronic Visit Verification

Dara Johnson
September 23, 2020
Electronic Visit Verification Project
Revised Project Milestone Schedule

Note: The states received a Good Faith Effort Extension from CMS that allows it to extend the EVV compliance date through 12/31/20.
Current AHCCCS Priorities

• Alternate EVV Vendor Testing: 8/7 – 10/16
• ISD Production Deployment – Phase I: 9/29
  ▪ Member File, Provider File, Authorization File, & Service Confirmation Portal
• Sandata Production Deployment: 10/1
  ▪ EVV Soft Launch: 10/5
• Training: 10/5
  ▪ EVV Provider Readiness Activities: 10/5
  ▪ Device Deliveries: 10/5
MCO Milestone Dates

- MCO Claims Validation Testing: 8/10 – 9/30
- MCO Authorization – Initial Loads: 10/1
- MCO Claims Validation Files to Production: TBD
- Program Go Live: 12/30
- Mandatory Use Date: 1/1
- Soft Claims Edits: 1/1 – 3/31
- Hard Claims Edits: 4/1
Provider/Member/Family Support

• Service Model Scenario Planning
  o ALTCS Providers
  o BH Providers

• Member and Family Webinar Series – Oct/Nov

• Provider Training
  o AHCCCS Service Confirmation Portal (Oct/Nov)
  o Sandata Training (Oct/Dec)

• FAQs – Ongoing