



AHCCCS MCO Update Meeting

September 24, 2024



AHCCCS Update

Dr. Sara Salek,
AHCCCS Chief Medical Officer



Mental Health Commissioner Update

Alisa Randall,
Assistant Deputy Director,
Mental Health Commissioner

Certified Community Behavioral Health Clinics CCBHC

- CCBHC
 - A specially-designed clinic that provides a comprehensive range of mental health and substance use services
 - Serves anyone regardless of diagnosis and insurance status
 - Enhanced Medicaid reimbursement rate
 - Must provide nine types of services directly or by contracting with other partner organizations (EBPs, care coordination, integration, crisis)

CCBHC Planning Grant

- CCBHC Statewide Summit
 - Hosted by the Arizona Council of Human Service Providers
 - National Council Education
 - Planning grant opportunities
- AHCCCS' Application
 - Submitted September 12
 - Funding is to begin 12/30-12/31
 - Focused on planning opportunities for the state with no obligation

Covered Behavioral Health Services Guide

- Go live 10/1/2024
- “Living document”
 - Continued partnership with Health Plans, the Arizona Council, stakeholders
 - Quarterly reviews at a minimum
- Provider discussions with Health Plans



Hearing request submissions through ServiceNow

Nigah Mughal and Ann Martin
AHCCCS Office of General Counsel

AHCCCS Solutions Center

The AHCCCS Solutions Center is a new site designed to streamline how providers and members interact with AHCCCS. Launched first with the Grievance & Hearings module for contact with the AHCCCS Office of the General Counsel, later in 2024 more services for providers and members will move into this single site.

Available Services



For AHCCCS Providers

AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M.



For AHCCCS Members

AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s.



For AHCCCS Health Plans

AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration



AHCCCS Applicants

AHCCCS applicants may file an appeal to review the denial of an application for AHCCCS. Applicants may also file a request to review a change or termination.

Visit the ISD SharePoint site and navigate to InfoTech

Look and Feel

List

Create New Heal... x +

Create New Health Plan Appeals

Details

Appeal Information

Type of Hearing
Provider

Member Information

Member First Name *

Member Last Name *

Member email address

Member AHCCCS ID *

Dispute Information

Health Plan Contractor Dispute Number *

Date of Service start *
YYYY-MM-DD

Date of Service End *
YYYY-MM-DD

Billed Amount *

Dispute Issue Category *
-- None --

Issue to be heard *

Citation *

Date of Decision *
YYYY-MM-DD

Received Date *
YYYY-MM-DD hh:mm:ss a

AHCCCS Solutions Center

MCO Functionality

- Submit Claim Disputes and RFHs
- Check status
- Send and retrieve Documents
- Interact electronically with AHCCCS

AHCCCS Functionality

- Automate processes
- Interact electronically
- Streamline activities
- Memorialize communication

AHCCCS Solutions Center

MCO Benefits

- Upload and retrieve documents
- Check status in real time
- Receive notification of changes
- Communication

AHCCCS Benefits

- Reduce paper mail and faxes
- Reduce phone calls for status checks
- Reduce data entry and data entry errors
- Communication



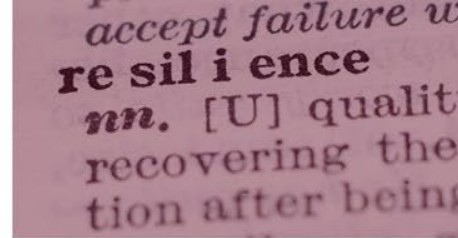
LINKS & RESOURCES

Virtual
Assistant

Knowledge
Articles

User Guides
& Tutorials

mco-snowquestions@azahcccs.gov



AHCCCS Housing & Health Opportunities (H2O) Overview

Ruben Soliz, Federal Relations Chief and Health Policy
Advisor, AHCCCS
Tyler Rosensteel, Solari

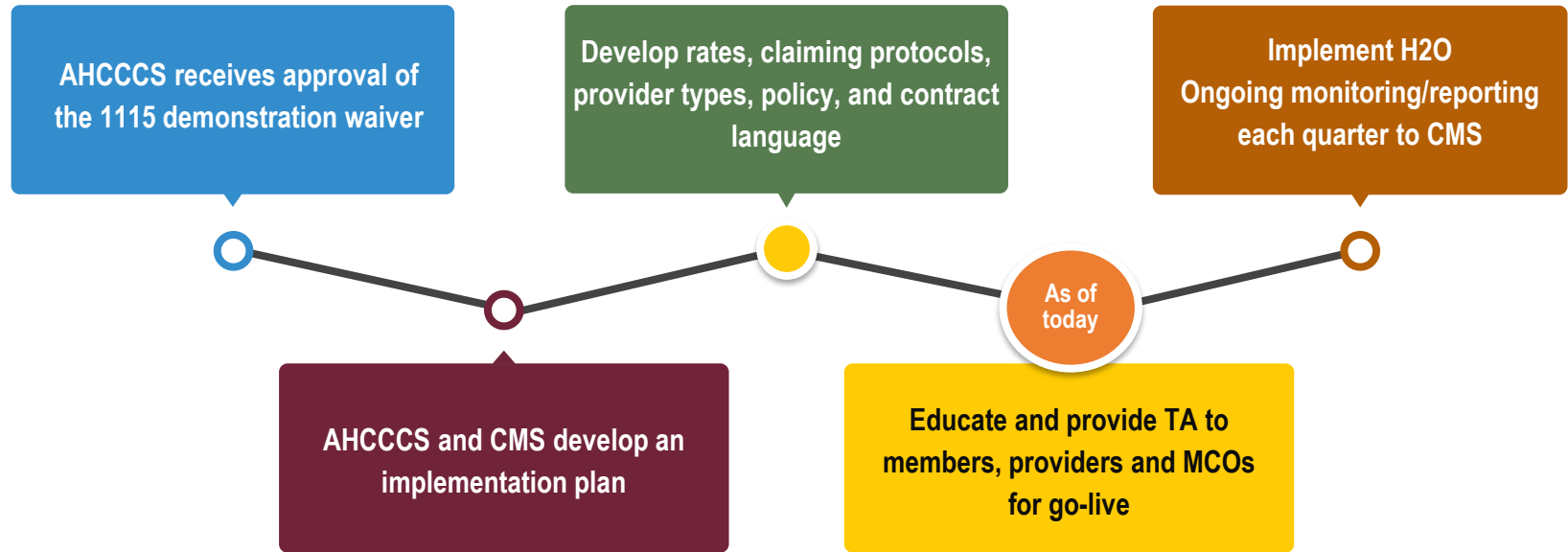
AHCCCS Housing & Health Opportunities (H2O) Demonstration Goals

Increase positive
health and
wellbeing outcomes
for target
populations.

Reduce the cost of
care for individuals
successfully
housed.

Reduce
homelessness and
maintain housing
stability.

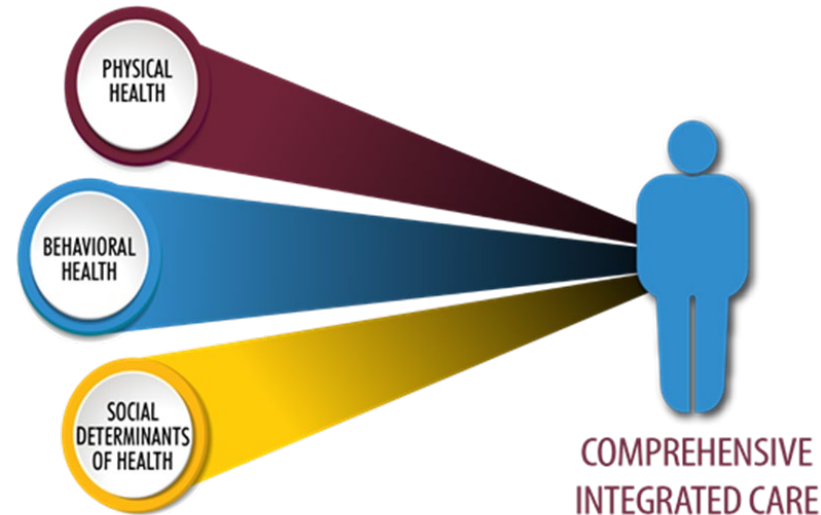
Waiver Implementation - H2O



****Deliverables are ongoing throughout the entire demonstration period.**

1115 Waiver H2O HRSN Services

- Outreach and Education Services
- Transitional Housing - 6 Months
 - Transitional Housing Setting (Enhanced Shelter)
 - Apartment or Rental Unit (Rental Assistance)
- One-time Transition and Moving Costs
- Home Accessibility Modifications
- Housing Pre-Tenancy Services
- Housing Tenancy Services



H2O Eligibility Criteria

Must meet all three:

Member Experiencing
Homelessness

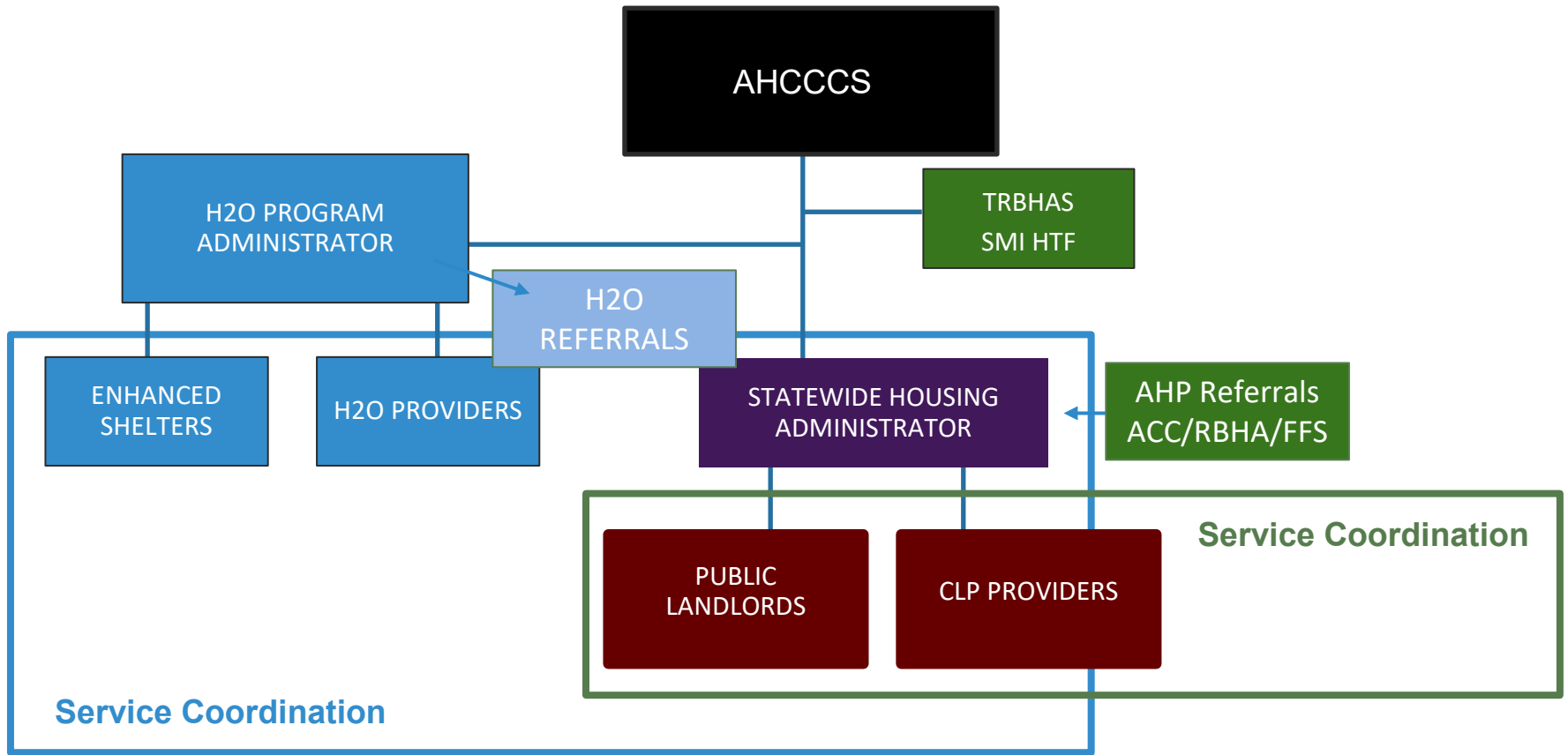
- Z Code for Housing Instability, **or**
- Identified through a Homeless Management Information System (HMIS) report

Member has an SMI
Designation

- Confirmed and list sent by AHCCCS

One of the following

- Diagnosed with a chronic health condition, **or**
- Currently in correctional facility with a release date scheduled within 90 days or released from a correctional facility within the last 90 days.



H2O Program Administrator – Solari, Inc.



Front-end: Member Management

Subject Matter Expert (SME):

- HMIS Maricopa County
- HMIS Balance of State
- SMI Administrator
- Health Plan Data Exchange



Back-end: Provider Support

Subject Matter Expert (SME):

- Network Development
- Billing and Claims
- Fraud, Waste & Abuse
- Contracting

Key Implementation Activities

Hiring H2O
Leadership & Staff

Provider
Onboarding &
Training Process

Eligibility File
Transfer &
Notification

Closed Loop
Referral &
Coordination
Tracking

Phone System for
Member &
Provider Support

Claims &
Reimbursement
System

AIHP Member Verification Process

Patty Dennis,
Assistant Director, DMPS

For AIHP Members w/Previous ITU Utilization

Permitted to stay on AIHP

For MCO Members to Switch to AIHP

As of November 2024

Permitted if member has previous ITU utilization. Member calls AHCCCS to switch.

If no ITU utilization:
Member asks ITU to submit [Change Request Form](#), or member submits Request for Information form with copy of documentation

For AIHP Members w/No ITU Utilization

Dec 2024 - June 2025

~8,000 current AIHP members
w/no ITU utilization

AHCCCS sends verification
request letter and email to
member

If no documentation submitted
after grace period, AHCCCS
moves member into MCO.

For New AHCCCS Members

HEAplus offers an AIHP
enrollment option for new
applicants who indicate a race
of AI/AN.

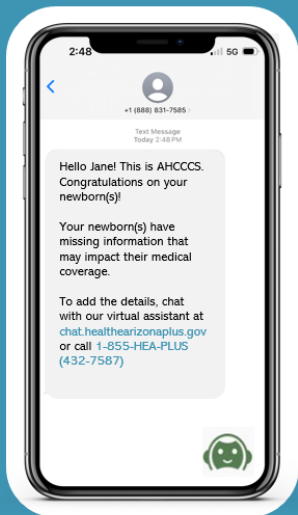
System enhancements will be
made to HEAplus to check the
list of AHCCCS members with
prior ITU usage to verify AIHP
enrollment eligibility if not
verified then a request for
information to be sent
requesting verification. If
unable to be verified, AHCCCS
moves member into MCO.

Bonus Topic: Baby Bot

Coming
10/4/24

Member ProComms: Newborn Conversations

Newborn Conversation



Conversations

1. Newborn Missing Info

- Inform new parents that AHCCCS is missing information about their newborn (FN, MN, LN, SSN)

2. Newborn Reminder

- Remind parents that information is still missing, sent **3 weeks** after the newborn is added

3. Newborn Second Reminder

- Remind parents that information is still missing, sent **5 weeks** after the newborn is added

4. Newborn Final Reminder

- Remind parents that information is still missing, sent **5 months** after the newborn is added

Details



Communication

- After PMMIS updates account with newborn flag, schedule 4 newborn conversation
- Includes link to virtual assistant where member can self-serve and update newborn details via SAM



Languages

English and Spanish



Dual-Modality

SMS > Email > Voice/mail

Questions?

Thank You.