DMPS Systems Update - APEP and HEAplus

Joni Lynn Shipman, DMPS Assistant Director
Provider Enrollment
APEP new/reactivated application processing

**% of new applications processed in 30 days or less. Our goal is 90%.**

<table>
<thead>
<tr>
<th></th>
<th>November 2020</th>
<th>December 2020</th>
<th>January 2021</th>
<th>February 2021</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>34.7%</td>
<td>32.7%</td>
<td>55.10%</td>
<td>78.4%</td>
<td>98.0%*</td>
</tr>
</tbody>
</table>

**Average processing time for paper and provider submitted new applications.**

<table>
<thead>
<tr>
<th></th>
<th>November 2020</th>
<th>December 2020</th>
<th>January 2021</th>
<th>February 2021</th>
<th>March 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>39.83</td>
<td>27.58 Days</td>
<td>23.24 Days</td>
<td>19.03</td>
<td>6.74*</td>
</tr>
</tbody>
</table>

Over 16,000 new applications have been approved since go live in August 2020
Provider Enrollment
Re-registration - Goal is to validate 98,233 providers

What is re-registration? The process for all providers to create an account in APEP, verify converted information and complete a revalidation. After creating the account, they will have 24/7 access to the portal.

81,681 providers still need to create an account and re-register. Re-registration is considered revalidation for most providers and is good for 4 years.

8,833 Providers have successfully re-registered

Approximately 7,500 invitation letters are mailed to providers each month inviting them to create an account and re-register. Less than 50% of those providers are responding.

Average processing time for a re-registration when submitted by the provider is about 10 days

3,517 providers are in the process of creating an account and re-registering
Provider Assistance - 1st level Call Center

Goal is **first call resolution** whenever possible.

If Provider Assistance is not able to fully assist, a Service ticket is opened and sent to Provider Enrollment.

Provider Assistance effectively handles more than 75% of the incoming calls from our provider network.

<table>
<thead>
<tr>
<th>Start of Week</th>
<th>Calls Offered</th>
<th>Calls Answered</th>
<th>% Calls Abandon</th>
<th>Average Speed of Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/04/2021</td>
<td>1,569</td>
<td>1,426</td>
<td>5.16%</td>
<td>2:47</td>
</tr>
<tr>
<td>01/11/2021</td>
<td>1,648</td>
<td>1,564</td>
<td>1.70%</td>
<td>1:01</td>
</tr>
<tr>
<td>01/18/2021</td>
<td>1,425</td>
<td>1,355</td>
<td>3.37%</td>
<td>1:32</td>
</tr>
<tr>
<td>01/25/2021</td>
<td>1,820</td>
<td>1,715</td>
<td>4.40%</td>
<td>2:52</td>
</tr>
<tr>
<td>02/01/2021</td>
<td>1,673</td>
<td>1,589</td>
<td>2.99%</td>
<td>1:37</td>
</tr>
<tr>
<td>02/08/2021</td>
<td>1,612</td>
<td>1,498</td>
<td>3.47%</td>
<td>1:40</td>
</tr>
<tr>
<td>02/15/2021</td>
<td>1,354</td>
<td>1,258</td>
<td>3.69%</td>
<td>1:49</td>
</tr>
<tr>
<td>02/22/2021</td>
<td>1,657</td>
<td>1,564</td>
<td>3.08%</td>
<td>1:29</td>
</tr>
<tr>
<td>03/01/2021</td>
<td>1,784</td>
<td>1,630</td>
<td>4.59%</td>
<td>2:06</td>
</tr>
<tr>
<td>03/08/2021</td>
<td>1,627</td>
<td>1,569</td>
<td>1.29%</td>
<td>0:41</td>
</tr>
<tr>
<td>03/15/2021</td>
<td>1,648</td>
<td>1,547</td>
<td>2.95%</td>
<td>1:36</td>
</tr>
<tr>
<td>03/22/2021</td>
<td>1,615</td>
<td>1,575</td>
<td>1.05%</td>
<td>0:29</td>
</tr>
<tr>
<td>03/29/2021</td>
<td>1,459</td>
<td>1,407</td>
<td>2.67%</td>
<td>1:07</td>
</tr>
<tr>
<td>04/05/2021</td>
<td>1,460</td>
<td>1,353</td>
<td>6.92%</td>
<td>0:18</td>
</tr>
<tr>
<td><strong>Weekly Average</strong></td>
<td><strong>1,618</strong></td>
<td><strong>1,524</strong></td>
<td><strong>3.14%</strong></td>
<td><strong>1:38</strong></td>
</tr>
</tbody>
</table>
HEAplus Vendor Transition Activity

- No change to our front end users
  - State workers
  - Community Assistors/Partners
  - Consumers
- No change in how new applications are processed
- No change in the renewal process
- Encourage members to continue responding to renewals
- Acute care timeliness: 94.84% processed within 45 days
- ALTCS timeliness: 91.92% processed within 45 days
  - Hospitalized applicants are prioritized - 63% within 20 days
HEAplus Vendor Transition Activity

HEAplus is the eligibility system used by State Workers, Consumers, Community Assistor Organizations and DCS. In addition to applying for Medicaid, consumers can apply for Nutrition Assistance/SNAP and TANF/Cash Assistance (Temporary Assistance for Needy Families) in HEAplus but those determinations are completed by DES in a different system.

New vendor is Accenture

Vendor transition should not disrupt daily operations. The state has been working very closely with both vendors since October 2020 to ensure a successful transition.

Goal is to fully transition the maintenance and operations of HEAplus to new vendor by 06/30/2021
Electronic Visit Verification (EVV)

Dara Johnson, Program Development Officer
Division of Health Care Management
Current Priorities - AHCCCS and MCOs

• CMS certification and hard claim edits timeline
• Member and authorization load issue resolution
  o Staging area reporting and MCO access to Business Intelligence Tool
  o Applying standard work to research issues to determine root cause
  o Sandata change order to relax service code modifier edits for authorization files
  o Research response and error file discrepancies
Provider Compliance

● 66% of providers are compliant with readiness milestones

● Sandata Users
  ○ 52% have completed the training in order to gain system access
  ○ 1,815 devices have been distributed

● Alternate EVV System User
  ○ 14% of providers are using a certified alternate vendor
  ○ 25 certified alternate vendors
Current Priorities - Providers

• Provider outreach and engagement
  o MCO collaboration
  o AHCCCS communication with a plan for issue resolution and the soft edit claims period
  o New EVV training courses
• Sandata change orders to enhance user experience
  o Streamline visit maintenance
  o EHR/EMR interface
  o Fixed Visit Verification code traceability
Questions?
Thank You.