System Update
AHCCCS Provider Enrollment Portal (APEP) and HEAplus M & O

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Workload as of January 1, 2021

• Total pending workload reduced from 6,959 to 2,866
• Average processing time for December 2020
  o Paper submitted - 37.85 days
  o APEP submitted - 17.32 days
• 4,127 Provider re-registrations completed
• 3,487 new applications completed
Provider Activity

- Total applications submitted 7,269
- Re-registrations in process 3,129
- 5,655 providers have accessed APEP

Call Center - December 2020

- 5,675 calls received
- 6.40% abandoned
- 3:50 average speed of answer ASA
  - ASA improved from 8:17 at the beginning of the month to 2:17 by the end of the month
HEAplus M & O transition to Accenture

• Not a new system, just the maintenance and operations (M & O) are moving to a new vendor
• Mid transition with both vendors since October 1
  o full transition expected to be complete by June 30
• Knowledge transfer sessions are in full swing
• Accenture meeting with users/incumbent and attending training to learn front end and back end of system
• Bringing a consultant on board to facilitate a successful transition period
System Update:

ROPA (Referring, Ordering, Prescribing and Attending Providers)
Background - The Patient Protection and Affordable Care Act (ACA) and the 21st Century Cures Act (Cures) require that all health care providers who provide services to, order (refer), prescribe, or certify health care services for AHCCCS members must be enrolled as an AHCCCS provider.

- Timeline - Soft ROPA editing - Dates of Service 3/1/2021 and Hard ROPA editing - Dates of Service 6/1/2021

- Exceptions Supported - Very Limited; AHCCCS has found flexibility regarding full registration for those provider types who are not normally registerable with our program, including at this time Pharmacists and residents and interns.
ROPAP Cont.

- Status of MCO Gaps Analysis - Latest file 1/4/2021- 33,338 unique lines (After Duplicates Across MCO’s were removed); 5,536 AZ addresses, 27,781 out of state addresses, and 14 were Unknown/not listed/Outside of US/APO; Matched to PMMIS – 4,281 lines, 29,036 lines were Not Matched to PMMIS

- Next Steps/Open Issues - Continue MCO Gap Analysis matching; Evaluating any available options for handling Out of State and pros/cons of these options
Electronic Visit Verification (EVV)
Electronic Visit Verification Project

Milestone Schedule

- **Training**: 10/19 – 12/9
- **ORR Meeting**: 10/20
- **Claims “Soft Edits”**: 1/15 – 3/31
- **End MCO Clms Val Testing**: 12/31
- **Program Go Live**: 12/30
- **Claims “Hard Edits” Begin**: 4/1
- **1st KPI Data Submission**: 4/15
- **2nd KPI Data Submission**: 6/15
- **Third Party Testing**: 8/7 – 11/30
- **Third Party Development**: 5/18 – 8/6
- **Service Confirmation Portal Go Live**: 11/20
- **Implement CRs**: 2/18
- **CMS Certification Meeting**: 8/30

**Timeline**

- **July 2020**
  - UAT: 6/8 – 12/31
- **August 2020**
  - Production Deployment: 10/1
  - ORR Meeting: 10/20
- **September 2020**
  - Program Go Live: 12/30
- **October 2020**
  - Claims “Soft Edits” 1/15 – 3/31
- **November 2020**
  - 1st KPI Data Submission: 4/15
- **December 2020**
  - Third Party Testing: 8/7 – 11/30
  - Third Party Development: 5/18 – 8/6
  - Service Confirmation Portal Go Live: 11/20
- **January 2021**
  - Implement CRs: 2/18
- **February 2021**
  - CMS Certification Meeting: 8/30
- **March 2021**
  - Claims “Hard Edits” Begin: 4/1
- **April 2021**
  - 2nd KPI Data Submission: 6/15
- **May 2021**
- **June 2021**
- **July 2021**
- **August 2021**
EVV Compliance

• EVV Mandatory Use Date: 1/01/21
  o 55% of providers are compliant
    ▪ 41% of Sandata agency users have completed prerequisite training to receive system credentials
    ▪ 14% of Alternate EVV providers are using a vendor that has completed testing
  o Just under 1,000 devices have been distributed

• CMS confirmed AHCCCS’ compliance
Provider Engagement and Support

• Issue Resolution and Mitigation
  o Member load issue for Sandata system users
  o Sandata customer care response

• Provider Engagement and Support
  o Targeted outreach to non-compliant providers
  o Policy and Claims Soft-Edit Period Extension (January - April 2021)
  o Release of updated ALT EVV technical specifications
  o Phase II of live-interactive training
  o EVV policy finalization
  o FAQs (Scheduling, Documentation, Contingency Planning and Member Verification)
Questions?