AHCCCCS Complete Care
Coming October 1, 2018
This presentation and more is available at: www.azahcccs.gov/ACC
Frequently Asked Questions

Q: Will covered services change?

Q: Will CRS members have to change health plans?

Q: What are the geographic service areas (GSA) to be served by ACC Plans?

Q: What are the available ACC Plans in each geographic service area (GSA)?

Q: Will my foster child’s coverage with Comprehensive Medical Dental Program (CMDP) change?

Q: If my child is enrolled in AHP, how will she/he receive CRS services?

Q: What will happen to members with CRS qualifying conditions that are being served through DES/DDD?

Q: How will CRS members who are determined to have a serious mental illness (SMI) and who are not enrolled with DES/DDD receive services?

Q: Will I be assigned to an ACC health plan or will I have choice of ACC Plan?

Q: How will CRS conditions be determined and will members still have a CRS designation?

Q: How will the plan ensure that members with CRS Special Health Care Needs get the comprehensive care they need?

Q: Can members and families continue to access Multi-Specialty Interdisciplinary Clinics (MSICs)?

Q: Can my child continue to receive services from current providers?

Q: Will anything change at age 21 for a member with a CRS designation?

Q: Will there be any changes to how other insurance coverage is handled?

Q: Will covered services change?

A: Members will still have access to the same array of covered services with ACC Plans (and other plans as noted) as they do under a single statewide health plan.

Q: Will CRS members have to change health plans?

A: Currently most members with CRS conditions are enrolled with a single statewide health plan for all or a portion of their services. Effective October 1, 2018, CRS members receiving fully integrated services from the current AHCCCS Statewide CRS health plan (United Health Care Community Plan) will be enrolled with and have choice of AHCCCS Complete Care (ACC) plans for all services including CRS, other non-CRS physical health services, and all covered behavioral health services. The ACC plan will be responsible for providing all medically necessary covered services for persons with CRS qualifying conditions.
What’s Changing?

- Members will be able to access physical and behavioral healthcare services through a single ACC health plan.
- The health plan choices may change.

What’s Not Changing?

- Members will still have a choice of health plans in their geographic service area.
- Members will have access to the same array of covered services.
- Members will still have access to a network of providers.
- Regional Behavioral Health Authorities (RBHAs) will continue to provide specific crisis services.
- RBHAs will continue to serve members determined to have a Serious Mental Illness, children in foster care, and members served by Department of Economic Services/DDD.
Over 30 forums done statewide and many more scheduled! A full voice-over recording of the ACC presentation we are reviewing with members and providers.

<table>
<thead>
<tr>
<th>Event Details</th>
<th>Date</th>
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<tbody>
<tr>
<td>Pinal Hispanic Council</td>
<td>May 22, 2018</td>
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<tr>
<td>107 E 4th St</td>
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<tr>
<td>Eloy, AZ 85131</td>
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<tr>
<td>Terros, Stapley Drive Integrated Care</td>
<td>May 24</td>
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<tr>
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<td>McGee Auditorium at Flagstaff Medical Center</td>
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<td>Flagstaff, AZ</td>
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<td>Steward Health Choice</td>
<td>June 8, 2018</td>
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<td>Flagstaff, AZ</td>
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<td>Steward Health Choice Integrated Care</td>
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<td>Terros, 27th Ave Integrated Care</td>
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<td>Phoenix, AZ 85017</td>
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<td>Family Involvement Center</td>
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<tr>
<td>5333 N. 7th Street, A-100</td>
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AHCCCS Complete Care (ACC)

What are you doing to help communicate the changes for most AHCCCS members to your staff?
The Benefits of Integration

1. One Plan
2. One Payer
3. One Provider Network
4. Easier to Navigate
5. Streamline care coordination to get better outcomes
6. Improve a person’s whole health
MOST AHCCCS MEMBERS++*

AHCCCS Complete Care
2018-2019 AHCCCS COMPLETE CARE (ACC) INTEGRATION

**NO CHANGE**

- **American Indians**
  - ACC
  - AHP or TRH

- **American Indians/SMI**
  - ACC
  - AHP or TRH

- **American Indians/CRS**
  - ACC
  - AHP or TRH

**NO CHANGE**

- **American Indian children in foster care**
  - ACC

**NO CHANGE**

- **American Indians/DD**
  - ACC

**NO CHANGE**

- **American Indians/DD (including SMI)**

- **American Indians/EPD**
  - ACC

**NO CHANGE**

**CHILDREN IN FOSTER CARE/CRS**

- **PC**
  - DCS/CMRP

- **B**
  - RHSA

**NO CHANGE**

- **Children in foster care**
  - AHP or TRH

- **ALTCs DD CRS (including SMI)**
  - DCS

**NO CHANGE**

- **ALTCs DD (including SMI)**

- **ALTCs EPD (including SMI)**

**Planned for 10/1/20**

- **PC**
  - DCS/CMRP

- **B**
  - RHSA

- **ALTCs DD (including SMI)**

- **ALTCs EPD (including SMI)**

**Planned for 10/1/200**

- **PC**
  - DCS/CMRP

- **B**
  - RHSA

- **ALTCs DD (including SMI)**

- **ALTCs EPD (including SMI)**

**Planned for 10/1/2019**

- **PC**
  - DCS/CMRP

- **B**
  - RHSA

- **ALTCs DD (including SMI)**

- **ALTCs EPD (including SMI)**

**Rev. 3/14/18**
What’s Next?
AHCCCS Complete Care Timeline

What Happens Next?

- **March 5, 2018**
  - Seven ACC health plan contracts awarded.
  - See news announcement.

- **Spring 2018**
  - AHCCCS holds public forums to explain ACC changes and choices (schedule announced in March)

- **June 2018**
  - AHCCCS sends letters to members with assigned health plan information and choices

- **July 2018**
  - AHCCCS members make health plan choices by July 31.

- **October 1, 2018**
  - Members begin service with integrated ACC health plans
Children’s Rehabilitative Services (CRS) Changes
CRS Members

- CRS members will have choice of ACC Plan.
- Members currently enrolled with CRS will receive all physical health and behavioral health services from an ACC Plan.
- CRS members will continue to be identified and designated by AHCCCS.
CRS Members continued

• Children in foster care with CRS conditions will receive physical health services, including services for CRS conditions, from CMDP.

• BH services will transition to RBHA

Planned for 10/1/2020
CRS Members continued

- CRS members enrolled with DES/DD will continue to receive physical and behavioral health services through United/CRS.
CRS Members continued

- CRS members determined SMI and not enrolled with DES/DD will be moved to the RBHA.
American Indian Health Program (AIHP) Changes
Changes for American Indian Health Program (AIHP)

- AIHP will:
  - Pay for and manage care for physical and behavioral health services
  - Pay for and manage care for CRS services
  - RBHAs & TRBHAs will continue to serve American Indian members with SMI
  - Manage care with TRBHAs when available and member enrolled
Supporting Choice for American Indian Members

- Integrated choices for the Non-SMI populations will be available within:
  - AIHP or AIHP and TRBHA; or
  - An ACC Plan
  - AI members can still access services from an IHS/638 facility at anytime regardless of enrollment
Choice for American Indian Populations

• Tribal members will continue same frequency of choice options
• Annual Enrollment options continue
Specific Transitions for American Indian Populations

<table>
<thead>
<tr>
<th>Current Health Plan Enrollment/Assignment</th>
<th>Assignment on 10/1/2018</th>
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<tbody>
<tr>
<td>CRS (acute and CRS services), TRBHA</td>
<td>ACC Plan, Approx. 350</td>
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<tr>
<td>AIHP, CRS (CRS services only) and TRBHA</td>
<td>AIHP and TRBHA, Approx. 700</td>
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<tr>
<td>AIHP, CRS and RBHA</td>
<td>AIHP, Approx. 300</td>
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<tr>
<td>AIHP and TRBHA</td>
<td>AIHP and TRBHA – No Change</td>
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<td>AIHP and RBHA</td>
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<td>CMDP and TRBHA</td>
<td>CMDP and TRBHA- No Change</td>
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<tr>
<td>DDD and TRBHA</td>
<td>DDD and TRBHA- No Change</td>
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Other things to be aware of...
Changes with RBHA services

Regional Behavioral Health Authorities (RBHAs) will no longer serve most adults and children as of October 1, 2018 (with exceptions below). Behavioral health services will be provided through your AHCCCS Complete Care (ACC) Plan.

RBHAs will continue to provide and serve:

- Foster children enrolled in CMDP
- Members enrolled with DES/DD;
- Individuals determined to have a serious mental illness (SMI)
- Crisis services, grant funded, and state-only funded services
RBHA/TRBHA and Crisis Services

- The Crisis system responsibilities will remain with the RBHA (in their respective GSA areas).

Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.
Continuity of Care – Plan Provider Transitions

• For transitioning members, ACC Plans must:
  o Allow members receiving BH treatment continued access to specific providers as listed in treatment plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first
  o Allow members with CRS qualifying conditions in active course of treatment on plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first
Thank you!