AHCCCS Complete Care (ACC)

June 2021

Note: This presentation was designed to explain AHCCCS Medical and Behavioral Health Integration, which occurred on October 1, 2018
Information on AHCCCS Complete Care (ACC) is available at:
www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/
Frequently Asked Questions

View General FAQs (.pdf)
View American Indian Member FAQs (.pdf)
View Provider FAQs - AHCCCS Complete Care for American Indians (.pdf)
View FAQs for Members with CRS Conditions (.pdf)
View Crisis Service FAQs (.pdf) *(Updated 10/6/2020)*
View FAQs for Providers (.pdf)
Download the ACC Provider Flyer (.pdf)
View Non-Title XXXI FAQs (.pdf)
View CDE-COT FAQs (.pdf) *(Updated 5/9/2019)*

General Questions

Q1: What is an AHCCCS Complete Care Health Plan (ACC Plan) and how is it different than my current health plan?
Q2: When is the change to ACC Plans happening?
Q3: Who will be affected by this change?
Q4: How will an ACC Plan benefit me?
Q5: Will covered services change?
Q6: What are the geographic service areas (GSA) to be served by ACC Plans?
Q7: What are the available ACC Plans in each geographic service area (GSA)?
Q8: Will I be assigned to an ACC Plan or will I have choice of available ACC Plans?
AHCCCS Complete Care (ACC)

Who, What, When?
The Benefits of Integration

- One Plan
- One Payer
- One Provider Network
- Easier to Navigate
- Streamline care coordination to get better outcomes
- Improve a person’s whole health
Vision-Integration at all 3 Levels
Who is Affected and When?

• Affects most adults and children on AHCCCS
• Members enrolled in Children’s Rehabilitative Services (CRS)

It does not affect:
• Member’s on ALTCS (EPD and DES/DD)
• Adult members with serious mental illness (SMI)
• Most comprehensive Medical Dental Plans (CMDP)
2018-2019 AHCCCS COMPLETE CARE (ACC) INTEGRATION

**KEY**
- **P** Physical Services
- **B** Behavioral Services
- **C** Children’s Rehabilitative Services (if applicable)
- **L** Long Term Care Services
- **UHC** United Healthcare
  - + Including CRS members
  - * Excluding SMI & CMDP
  - O Excluding AUCGS

**Population Group**
- **Plan**
- **Future integration**

This represents a change only for SMI/CID members.

**American Indians**
- **OR**
  - **PB** ACC (Human Services)
  - **P** BHCA

**American Indians/SMI**
- **OR**
  - **P** BHCA
  - **B** ACC (Human Services)

**American Indians/CRS**
- **OR**
  - **P** BHCA
  - **B** ACC (Human Services)
  - **PB** BHCA

**American Indian Children in Foster Care**
- **OR**
  - **P** ACC
  - **B** RHSA or TRISHA

**American Indian Children in Foster Care (Including SMI)**
- **OR**
  - **P** ACC
  - **B** RHSA or TRISHA

**American Indian/ID** (Including SMI)
- **OR**
  - **P** ACC
  - **B** RHSA or TRISHA

**American Indian/ID (Including SMI)**
- **OR**
  - **P** ACC
  - **B** RHSA or TRISHA

**No Change**
- **OR**
  - **P** ACC
  - **B** RHSA or TRISHA

*No change to behavioral health care options. New ACC plans may provide additional acute care options.*

**Children in Foster Care/CRS**
- **OR**
  - **P** DCC/CMFP
  - **B** RHSA

**Children in Foster Care**
- **OR**
  - **P** DCC/CMFP
  - **B** RHSA

**ALTCS DD CRS (Including SMI)**
- **OR**
  - **P** DCC/CMFP
  - **B** RHSA
  - **PB** L

**ALTCS DD (Including SMI)**
- **OR**
  - **P** DCC/CMFP
  - **B** RHSA
  - **PB** L

**ALTCS FPD (Including SMI)**
- **OR**
  - **P** DCC/CMFP
  - **B** RHSA

Planned for 10/1/20

**Planned for 10/1/2020**

**Planned for 10/1/2019**

**Rev. 7/13/18**
AHCCCS Complete Care (ACC) Health Plans

Who and Where?
ACC Plan Geographic Service Areas
# AHCCCS Complete Care (ACC) Plans

<table>
<thead>
<tr>
<th>North GSA (Apache, Coconino, Mohave, Navajo and Yavapai Counties)</th>
<th>Central GSA (Maricopa, Gila and Pinal Counties)</th>
<th>South GSA (Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma counties)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Care 1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>• Banner University Family Care</td>
<td>• Banner University Family Care</td>
</tr>
<tr>
<td>• Health Choice Arizona</td>
<td>• Care 1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>• Arizona Complete Health</td>
</tr>
<tr>
<td></td>
<td>• Health Choice Arizona</td>
<td>• United Healthcare Community Plan (Pima County only)</td>
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<tr>
<td></td>
<td>• Arizona Complete Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Magellan Complete Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mercy Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• United Healthcare Community Plan</td>
<td></td>
</tr>
</tbody>
</table>
# AHCCCS Complete Care (ACC) Plans

<table>
<thead>
<tr>
<th>ACC Health Plan</th>
<th>Website</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>Care 1\textsuperscript{st} Health Plan</td>
<td><a href="http://www.care1staz.com">www.care1staz.com</a></td>
<td>1-866-560-4042</td>
</tr>
<tr>
<td>Magellan Complete Care</td>
<td><a href="http://www.mccofaz.com">www.mccofaz.com</a></td>
<td>1-800-424-5891</td>
</tr>
<tr>
<td>Mercy Care</td>
<td><a href="http://www.mercycareaz.org">www.mercycareaz.org</a></td>
<td>1-800-624-3879</td>
</tr>
<tr>
<td>Banner-University Family Care</td>
<td><a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a></td>
<td>1-800-582-8686</td>
</tr>
<tr>
<td>United Healthcare Community Plan</td>
<td><a href="https://www.uhcommunityplan.com">https://www.uhcommunityplan.com</a></td>
<td>1-800-348-4058</td>
</tr>
<tr>
<td>Arizona Complete Health-Complete Care Plan</td>
<td><a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a></td>
<td>1-888-788-4408</td>
</tr>
</tbody>
</table>
Current Care Delivery System
Care Delivery System as of October 1, 2018

Fee for Service System (AHCCCS Administered)
- American Indian Health Program (physical, behavioral, crs)
- Federal Emergency Services (FES)
- Tribal ALTCS IGAs (case management only)
- TRBHA IGA

Regional Behavioral Health Authorities*
- Arizona Complete Health (Currently CIC)
- Mercy Care (Currently MMC)
- Steward Health Choice Arizona (Currently HCO)

AHCCCS Complete Care (physical, behavioral health and CRS services)
- Arizona Complete Health
- Banner University Family Care
- Care1st
- Magellan Complete Care
- Mercy Care
- Steward Health Choice Arizona
- UnitedHealthcare Community Plan

Arizona Long Term Care System
- ALTCS – E/PD and DD (physical, behavioral health, long term care services)
- Banner University Family Care
- Mercy Care
- UnitedHealthcare Community Plan
- ADSS/DDD (subcontract for acute services)

Dept. of Child Safety (DCS)/CMDP

*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for foster care children and members enrolled with DES/DD.
What’s Next?
## RHBA Affiliated ACC Plans

<table>
<thead>
<tr>
<th>GSA</th>
<th>RBHA (current)</th>
<th>RBHA Affiliated ACC</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>Health Choice Integrated Care</td>
<td>Steward Health Choice Arizona</td>
</tr>
<tr>
<td>Central</td>
<td>Mercy Maricopa Integrated Care</td>
<td>Mercy Care</td>
</tr>
<tr>
<td>South</td>
<td>Cenpatico Integrated Care</td>
<td>Arizona Complete Health</td>
</tr>
</tbody>
</table>
Children’s Rehabilitative Services (CRS) Changes
CRS Members

• CRS members have a choice of ACC Plan
• Members enrolled with CRS now receive all physical health and behavioral health services from an ACC Plan.
• CRS members continue to be identified and designated by AHCCCS.
American Indian Health Program (AIHP) Changes
Changes for American Indian Health Program (AIHP)

- AIHP continues to:
  - Pay for and manage care for physical and behavioral health services
  - Pay for and manage care for CRS services
  - Have RBHAs continue to serve American Indian members with SMI
  - Manage care with TRBHAs when available and the member is enrolled with the TRBHA
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 continue to have the same frequency of choice options
- Enrollment options continue
- American Indian members can still choose to change enrollment between AIHP or the AHCCCS Complete Care (ACC) Plan at any time. However, a member can still only change from one ACC Plan to another once a year.
Provider Participation Agreement (PPA)

• As stated in the PPA, with respect to Fee-For-Service eligible persons, the Provider agrees to bill and accept payment in accordance with the terms of this Agreement, state and federal rules and regulations, and all pertinent documents incorporated by reference.

• All AHCCCS registered providers, do not require a separate contract with AIHP.
Policy changes and updates related to Integration are reflected in the following manuals:

- AHCCCS Medical Policy Manual (AMPM)

- AHCCCS FFS Provider Billing Manual
  - [https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html](https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html)

- AHCCCS IHS/Tribal Provider Billing Manual
Additional Information
• The Crisis system responsibilities will remain with the RBHA (in their respective GSA areas)
Continuity of Care – Plan Provider Transitions

• For members who transitioned, the ACC Plans had to:
  o Allow members receiving BH treatment continued access to specific providers as listed in their treatment plan (if agreed to by provider) for the duration of their treatment or 6 months; whichever occurred first
  o Allow members with CRS qualifying conditions undertaking an active course of treatment on plan (if agreed to by provider) for the duration of their treatment or 6 months; whichever occurred first
American Indian Health Program (AIHP)

What is AIHP and who does it serve?
What is AIHP?

The AHCCCS American Indian Health Program (AIHP) provides medically necessary services for enrolled members. The program also provides coverage for preventive and behavioral health care services.

American Indians and Alaska Natives (AI/AN) enrolled in AHCCCS or Children's Health Insurance Program (KidsCare) may choose to receive their coverage through the AHCCCS American Indian Health Program (AIHP) or one of the AHCCCS-contracted managed health plans.

Health Plan ID #999998
Enrollment

What options are available?
Enrollment Options

Members have the option to choose a health plan to receive both their physical and behavioral health services and may enroll in either:

• The AHCCCS American Indian Health Program (AIHP);
• AIHP and a TRBHA if available; or
• An AHCCCS Complete Care Plan of their choice.
Unique Program Changes

• AI/AN members can switch their enrollment between AHCCCS AIHP and an AHCCCS Complete Care plan and back again at any time.
• However, a member can change from one AHCCCS Complete Care plan to another (for example, Steward Health Choice Arizona to Care1st) only once a year.
Services

Where can AIHP Members obtain services?
Services

• Regardless of health plan enrollment, physical and behavioral health services may always be received at any IHS or tribally owned and/or operated 638 facility.

• A member enrolled in AIHP may also receive services at any AHCCCS-registered provider that sees Fee-for-Service members.

• If an AI/AN member chooses an AHCCCS Complete Care plan, they are still able to receive physical and behavioral health services from IHS providers and tribally owned and/or operated 638 facilities.
  
  o In addition, members are able to receive services from any provider that is a part of their AHCCCS Complete Care plans network.
AHCCCS does not pay for:

• Physical exams needed by outside public or private agencies such as:
  o Exams for insurance,
  o Pre-employment physical examinations,
  o Sports exams or exams for exercise programs (except for children under the age of 21),
  o Pilot’s examinations,
  o Disability exams, or
  o Evaluation for lawsuits.
Medications

AHCCCS pays for medicines prescribed by providers. There are three places AIHP members can go to get their medicines:

• Indian Health Service facilities,

• Tribal Facilities, or

• Pharmacies that are part of the AHCCCS Pharmacy Benefit Manager (PBM).
  
  o AIHP Pharmacy Information
    ▪ AIHP FFS Pharmacy Network
Coverage Outside of Arizona

As an AIHP or TRBHA member, they may be covered by AHCCCS if temporarily out of the state, but still an Arizona resident. A member may receive services if:

- Medical services are needed because of a medical emergency,
- Member needs treatment that they can only get in another state, or
- Member has a chronic illness and their condition must be stabilized before returning to Arizona.