DDD Tribal Health Program

Program Changes Effective April 1, 2022
What is the DDD Tribal Health Program (THP)?

The Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) Tribal Health Program (THP) is the health plan which administers fee for service physical health, behavioral health, and long-term care services and supports (LTSS) for DDD THP enrolled American Indian/Alaska Native members.
DFSM/DDD THP Interagency Subcontract

Effective April 1, 2022 AHCCCS’ Division of Fee-for-Service Management (DFSM) will manage acute physical and behavioral health service authorizations for enrolled DDD THP members via an inter-agency subcontract with the DDD THP.

• The DDD will retain full responsibility for:
  ▪ Care coordination,
  ▪ Case management functions for all DDD THP members, and
  ▪ Authorization of LTSS.
• The DFSM/DDD THP subcontract will improve THP member access to care.
American Indian/Alaska Native Options

AI/AN members who are eligible for both DDD and ALTCS have options for how they want to receive health care services:

<table>
<thead>
<tr>
<th>Option</th>
<th>Physical Health Services</th>
<th>Behavioral Health Services</th>
<th>Children’s Rehabilitative Services</th>
<th>Long Term Services and Supports</th>
<th>Support Coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DDD Health Plan</td>
<td>DDD Health Plan</td>
<td>DDD Health Plan</td>
<td>DDD ALTCS</td>
<td>DDD</td>
</tr>
<tr>
<td>2</td>
<td>DDD Health Plan</td>
<td>Tribal Regional Behavioral Health Authority (TRBHA)*</td>
<td>DDD Health Plan</td>
<td>DDD ALTCS</td>
<td>DDD</td>
</tr>
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<td>DDD ALTCS</td>
<td>DDD</td>
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<tr>
<td>4</td>
<td>Tribal Health Program</td>
<td>Tribal Health Program</td>
<td>Tribal Health Program</td>
<td>DDD ALTCS</td>
<td>DDD</td>
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</table>
How Will This Change Impact FFS Providers?

To minimize the administrative burden on FFS providers the following can be submitted via the AHCCCS Provider Portal for dates of service April 1, 2022, and moving forward.

- Service authorizations for acute physical and behavioral health services for DDD THP members.
- Claims for acute (physical and behavioral health) services for DDD THP members.
- Providers must register to use the AHCCCS Provider Portal.
How Will This Change Impact DDD THP Members?

- Members will continue to be eligible for all the same services and benefits.
- Members will continue to use the existing network of fee-for-service providers.
- Members should see improved access to care.
What is NOT Changing?

• DDD is currently responsible for the assessment and oversight of Long Term Services and Supports through its Qualified Vendor Network. This will continue after April 1, 2022.

• DDD will continue providing Support Coordination (Case Management) for all DDD enrolled members.
Where Can I Find Information If I Have Questions?

• DDD has published a website with information about this transition, https://bit.ly/ddd-ffs.

• Fee-for-Service providers are encouraged to sign-up to receive updates and information from the AHCCCS DFSM using this link, https://bit.ly/ahcccsdfsm.
How to Verify Member Enrollment in the DDD-THP Program
How To Verify THP Enrollment Using The AHCCCS Online Provider Portal

• Sign on – AHCCCS Online Provider Portal
• Select Member Verification (menu tab)
• Best search option:
  ○ AHCCCS ID  >  Date of Birth  >  Date of Service
    A12345678  01/01/2022  04/05/2022
  ○ Select Search tab
How To Verify THP Eligibility Using The AHCCCS Online Provider Portal

### Member Eligibility Verification: Recipient Search

<table>
<thead>
<tr>
<th>Search For:</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>RECPIENT</td>
<td></td>
<td>NEWBORN</td>
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</table>

<table>
<thead>
<tr>
<th>Search By:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AHCCCS ID and DOB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAST NAME, DOB and SSN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHCCCS ID, NAME and DOB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHCCCS ID, LAST and FIRST NAME and DOB</td>
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<td></td>
</tr>
<tr>
<td>LAST and FIRST NAME &amp; DOB</td>
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<tr>
<td>LAST and FIRST NAME, DOB &amp; SSN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAST and FIRST NAME, DOB &amp; MEDICARE CLAIM NUMBER</td>
<td></td>
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</tr>
</tbody>
</table>

**Search Fields**

<table>
<thead>
<tr>
<th>AHCCCS ID:*</th>
<th>A12345678</th>
<th>(A12345678)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:*</td>
<td>01/01/2000</td>
<td>(MM/DD/YYYY)</td>
</tr>
</tbody>
</table>

**Date of Services (DOS)**

<table>
<thead>
<tr>
<th>Begin Date:</th>
<th>04/05/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Date:</td>
<td></td>
</tr>
</tbody>
</table>

- The verification will be processed.
- The Begin Date of Service:
- The End Date of Service:
- For hospital provider type, range.
- For all other provider types, Begin Date of Service to End Date of Service.
How To Verify THP Enrollment Using The AHCCCS Online Provider Portal

- Bottom of the page will show the Health Plan ID description
How To Verify BHS Enrollment

Click on the behavioral health services tab to view the BHS site information.

If Site 62 DDD-SUB is listed, click on the “Additional Benefits” tab

<table>
<thead>
<tr>
<th>BHS Category</th>
<th>Begin Date</th>
<th>End Date</th>
<th>BHS Site</th>
<th>BHS Service Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>G GENERAL MENTAL HEALTH SERVICES</td>
<td>08/13/2021</td>
<td></td>
<td>62 DDD - SUB</td>
<td>CH MENTAL HEALTH FACILITY - OUTPATIENT</td>
</tr>
</tbody>
</table>
How To Verify BHS Enrollment

• AI SUB – DDD Tribal Health Program is present – Physical and Behavioral claims must be submitted to AHCCCS FFS for processing.

Training resources:
DFSM Prior Authorization Submission Process
Submitting a Prior Authorization Request

There are three steps to take to submit a Prior Authorization (PA) request.

1. **PA Case Creation**
   - Create the Case or PA number.

2. **Event List**
   - Identify the type of authorization request.

3. **Activity List**
   - Enter the HCPCS/Revenue code.
How To Submit An FFS Prior Authorization Using The AHCCCS Online Provider Portal

• Sign on – AHCCCS Online Provider Portal
• Select Prior Authorization Submission (menu tab)
• Best search option:
  
  AHCCCS ID > Date of Birth > Service Provider ID > Dates of Service
  A12345678 01/01/2022 (6 or 10 digit) 04/05/2022

  o Select Search tab
How To Submit An FFS Prior Authorization Using The AHCCCS Online Provider Portal
How to Submit an FFS Prior Authorization

Training resources:
Prior Authorization is Completed

ACTIVITY LIST COMPLETED

• The phrase “Transaction Succeeded” will appear indicating that a new activity list for the member was added.
• The Case number will appear under the Activity List.
• If you want to add additional activities to the same Event, you can add multiple activities by clicking the Activity tab.

Prior authorization request is complete.
Dates of Services That Overlap The Member’s Enrollment Dates

Prior Authorization: Requests that overlap the member’s enrollment dates should be split and submitted to each plan for approval based on the date(s) of service.

Claim Submission: Dates of service that overlap the member’s enrollment dates should be split and submitted to each plan for consideration.
CMS 1500 Claim Submission Process
Claim Submission

• Sign on – AHCCCS Online Provider Portal
• Select Claim Submission (menu tab), select the form type.
• AHCCCS claim submission fields are the same fields that are listed on the CMS 1500, UB-04 and ADA claim forms.
• Pros:
  o Claims crossover within 24 hours of submission.
  o Check claim status, no lag time, faster posting of payments.
• AHCCCS accepts, paper and EDI claim submissions.
Additional Resources

- Professional (CMS 1500) Claim Submission Using the AHCCCS Online Provider Portal
- Institutional (UB-04) Claim Submission Using the AHCCCS Online Provider Portal
- Dental (ADA 2012) Claim Submission Using the AHCCCS Online Provider Portal
Additional Resources

- How to Use the AHCCCS Online Provider Portal to Verify Member Eligibility and Enrollment
- How to Register for an AHCCCS Online Provider Portal Account
- Transaction Insight Portal
Contact Information

The DFSM Provider Training Team can be reached at: providertrainingffs@azahcccs.gov
Customer Service: 602-417-7670, option #4
Provider Enrollment: 602-417-7670, option #5
Prior Authorization: 602-417-4400
FFS Rates: FFSRates@azahcccs.gov
AHCCCS ISD Customer Support Desk at 602-417-4451 or ISDCustomerSupport@azahcccs.gov
Questions?
Thank You.