

**Janice K. Brewer, Governor**  
**Thomas J. Betlach, Director**

801 East Jefferson, Phoenix, AZ 85034  
PO Box 25520, Phoenix, AZ 85002  
Phone: 602-417-4000  
www.azahcccs.gov



*Our first care is your health care*  
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

Date: June 20, 2011

To: Interested Parties

From: AHCCCS Administration

Re: Summary of Community Forum re Childless Adult (AHCCCS Care) Transition Plan

On June 1, 2011, the Arizona Health Care Cost Containment System (AHCCCS) held a Public Training on the Childless Adult Transition Plan – one of multiple strategies designed to preserve coverage and benefits in the AHCCCS program to the greatest extent possible during the State’s fiscal crisis. The plan provides information about how and when AHCCCS will freeze the Childless Adult program, also known as AHCCCS Care. The plan also provides information regarding what will happen to currently enrolled members and examples of case scenarios and notices. More information can be found at: <http://www.azahcccs.gov/reporting/federal/waiver.aspx#Childless>

Participants were provided the opportunity to attend from across the State via teleconference. The briefing began at approximately 2:00 p.m. and information was provided about the plan, process for submitting comments, and next steps. The training was open for public comment and questions and everyone who requested to speak was provided the opportunity. Participants were also encouraged to submit written comments. The following is a summary of questions from the public and the Agency’s responses during the training:

#	Question	Response
<b>Transition Questions</b>		
1.	How will the transition of Seriously Mentally Ill (SMI) members from AHCCCS Care to SSI MAO impact their redetermination timelines?	The redetermination timeline for both AHCCCS Care and SSI MAO is every 12 months.
2.	Will childless adults with SMI be notified that they are being transferred to SSI MAO?	Yes. Childless adults with SMI will be notified that they are being transferred to SSI MAO. At their redetermination they will be notified they will have to qualify for the SSI MAO category.
3.	Will members with HIV/AIDS be transferred into the SSI MAO category? What if they aren’t determined eligible for SSI MAO?	Members with HIV/AIDS will only be transferred to SSI MAO if they do not meet the AHCCCS Care renewal requirements. If they are transferred to SSI MAO and found ineligible at their redetermination, they will <i>not</i> be transferred back to AHCCCS Care and will lose their benefits.
4.	Why weren’t chronic conditions like those with heart problems or diabetes considered for the SSI MAO category? Who made the decision on which groups	In order to be made eligible for SSI MAO an individual must meet the federal disability criteria. AHCCCS determined that members with SMI and

\* Written documents that were provided at the hearing are attached below.

#	Question	Response
	would be transferred?	HIV/AIDS would most likely meet the criteria.
5.	What happens if a child currently covered turns 18 after the July 1 date? Would they still be able to be considered for coverage?	Any child currently enrolled in AHCCCS who will age out of their eligibility category will be moved to the AHCCCS Care program, as long as all other eligibility requirements are met. This means that children enrolled in 1931, SOBRA Child, YATI, or KidsCare who age out (e.g., turn 18, 19 or 21) of these categories will be placed in AHCCCS Care, if eligible.
6.	If parents are enrolled in AHCCCS and CPS removes the child from their household, would they become childless adults? If so, would that change their eligibility status under the freeze?	Removal of a child from the home could change their category. This would be determined on a case-by-case basis, but individuals should not try to assess their own eligibility category. Individuals should still apply for AHCCCS to determine eligibility in other open programs.
<b>Redetermination Questions</b>		
7.	If the 6 month redetermination waiver request is approved, how will members know when their redetermination is due? Can the notices be updated to reflect the six-month redetermination issue, if approved?	Members will receive notices about changes to the frequency of their redeterminations and the date of their next redetermination. AHCCCS will review the language in the notices if the six-month redetermination proposal is approved by CMS.
8.	Comment re fear in the community about all the changes, especially the impact to the homeless. The renewal notice timing is critical.	Such concern is appreciated and AHCCCS, its contractors and providers will work with members on the renewal process. If a member indicates their intent to renew, even if all supporting documents are not received, AHCCCS will continue to work with them to complete their renewal.
9.	Are the offices going to be doing anything different to ensure paperwork is not lost since members may not be able to get back on the program?	It is important that members receive confirmation of submitted paperwork. If a mistake is made, AHCCCS will remedy the situation and work with members to resolve.
10.	What is in place for those who are illiterate or not computer savvy?	Enrollment offices at DES and AHCCCS have resources to assist with the application and renewal process. There are also over 70 Community Partners at about 250 locations that assist with the application and renewal process.
11.	What happens to SMIs who move frequently or do not read their mail?	SMIs have case managers and a strong network of providers they can access to assist them in this process. Impacted members do need to meet the redetermination requirements to remain on the program. AHCCCS will work closely with those who provide any sort of indication of their intent to renew.
12.	What if someone is in the hospital and isn't seeing their renewal paperwork?	Case managers at the hospital would assist in processing the required paperwork in a timely manner.
13.	What if your redetermination date is July 1? How will the freeze impact you?	If you are an AHCCCS Care member, and your redetermination is July 1, 2011, then you would have already received a notice about the redetermination

#	Question	Response
		<p>process. You should already be working with DES on complying with your redetermination. The freeze will not impact that process. If you do not comply and lose AHCCCS Care because you failed to renew your eligibility prior to July 1, you will not be able to get back into AHCCCS Care.</p> <p>After review, AHCCCS agreed that a specific notice was needed to alert those members in AHCCCS Care whose redetermination was due June 30<sup>th</sup>. These notices will be sent the week of June 20<sup>th</sup>. This notice is #8 in the revised version of the <a href="#">Childless Adult Plan</a>.</p>
14.	The website <a href="http://www.myAHCCCS.com">www.myAHCCCS.com</a> prompts you to create a pin, which may take 7-10 days to process. This is misleading because it's not clear that you can still log on and use the MyAHCCCS account, without pin.	When you establish an account on <a href="http://myahcccs.com">myahcccs.com</a> , it brings you to a page that on the right hand side asks "What would you like to do?" You have the option of clicking on "View My Benefits," which does not require a pin number and allows members to review eligibility and enrollment information, including their redetermination date. Below that section is a section that requires a pin number to order ID cards or change your address. Viewing benefits is not included in this.
15.	Will <a href="http://www.myAHCCCS.com">www.myAHCCCS.com</a> provide renewal date information?	Yes. Also providers can access the redetermination date via the provider portal on the AHCCCS website. Members who were determined eligible for AHCCCS by DES can also view their redetermination date at <a href="http://www.myfamilybenefits.gov">www.myfamilybenefits.gov</a> .
<b>Application Questions</b>		
16.	What will happen to applications for the AHCCCS Care program? Will they be processed? Will there be a wait list? Can the wait list be run like KidsCare?	All applications will be processed for other Medicaid categories. The AHCCCS Care program will transition from being "open-ended" to "open based on available funds." Public comments are encouraged to identify the best way to manage re-opening enrollment into the AHCCCS Care program should funds become available. The Transition Plan may need to be revised to include the process for a wait list.
17.	Will the Health-e-Arizona system still screen applications for AHCCCS Care?	No. There will be no AHCCCS Care category to screen for. Everyone should still apply because they may fall under a different Medicaid category.
18.	Is there going to be a faster way to obtain a denial letter as other programs require it? As of now it takes approx. 6-8 weeks.	The same process for reviewing applications will be followed. The average processing time for applications at DES is currently 21 days.
19.	<p>What is going to happen to the newly disabled when the SSI determination process takes 6-8 months? Any consideration of presumptive SSI?</p> <p>Will AHCCCS approve retroactively if SSI makes a disability determination?</p>	<p>We are not evaluating presumptive disability determinations at this time. If you have a condition that could qualify for a presumptive determination, then Social Security should be exploring that already.</p> <p>AHCCCS will approve applications to the date that the SSI award is made. Medicaid eligibility goes back to the date of SSI eligibility. This is a federal issue.</p>

#	Question	Response
		Arizona is a 1634 state, meaning that the Social Security Administration (SSA) determines who is eligible for SSI Cash and then those individuals are automatically enrolled in AHCCCS as AHCCCS receives a file from SSA everyday.
20.	If an applicant submits an application on June 30 <sup>th</sup> but is missing documents (i.e. a birth certificate), will it still be considered?	Yes, as long as when it is received the applicant would have been eligible in June.
21.	Will moving an SMI or other individual into SSI MAO affect your application to the Social Security Administration for SSI?	No.
<b>Notice Questions</b>		
22.	The Plan indicates members will be notified the first week of July- what happens if you go to the doctor July 1 <sup>st</sup> ?	A member already enrolled in AHCCCS Care would still go see their doctor on July 1. Nothing will change for someone already enrolled. Members will still be covered as long as they still meet the requirements and follow through with the redetermination process.
23.	Is AHCCCS reaching out to the Mental Health Community and their families?	AHCCCS is providing information on the website and is working with its community partners to ensure information is distributed.
24.	If your redetermination is August 1, this will not be enough time to receive a notice?	If your redetermination date is August 1, then you still would have received notice of your redetermination 60 days in advance, which is the normal practice. No one will receive any notice regarding the freeze on enrollment for childless adults until that is approved by CMS. The earlier CMS approves the childless adult transition plan, the sooner AHCCCS can begin sending the notice about the freeze and importance to comply with redetermination.
<b>General Questions/Comments</b>		
25.	For the record, note that the Legislature's decision to make significant cuts to the program destroys one of the best programs in the U.S. What other resources are available for those impacted?	Information about the same resources provided regarding the MED Phase Down would be provided for AHCCCS Care.
26.	When will CMS say if the freeze is approved?  Is there any indication CMS will not approve?	We do not know when CMS will provide approval, but because of budget impacts, the State has requested ability to impose the freeze on July 1, 2011.  The best guidance the State has is contained in Secretary Sebelius' letter of 2/15 stating that Arizona has flexibility to not renew the AHCCCS Care program since it is a program provided solely under the Waiver.
27.	What will happen if CMS does not approve by July	There are certainly budgetary impacts for any delay in

#	Question	Response
	1 <sup>st</sup> ?	implementing the childless adult freeze. Options will be discussed in the event CMS does not approve.
28.	Would the freeze apply to childless adults at 70% FPL?	Yes, the freeze will apply to all childless adults, including those at 70% FPL, unless they qualify under SSI MAO or another AHCCCS program.
29.	What is the clear definition of childless adults so people can know what category they might fall into and whether they should apply for AHCCCS or not?	It is best to apply for AHCCCS and not self-screen. Individuals who are already enrolled can obtain their eligibility category through their health plan or provider, or by contacting DES.
30.	What happened to the social security disabled category that provided temporary medical coverage.	Due to budget constraints, the SSDI-Temporary Medical Coverage program was repealed in 2008 and is no longer in place.
31.	Has there been any discussion of creating an AHCCCS premium share program?	No.
32.	Will the Freedom to Work program be impacted?	Changes to the AHCCCS Care program will not impact anyone enrolled in the Freedom to Work program.
33.	Will the ALTCS program be impacted?	Changes to the AHCCCS Care program will not impact anyone enrolled in the ALTCS program.
34.	Can you change your address on myAHCCCS.com?	Yes.
35.	My adult child is SMI and enrolled in AHCCCS Care. I handle my child's health matters. Her redetermination is set for December. Someone told me I had to change her eligibility by July 1. Do I have to do anything by July 1? Do I have to change her eligibility to SSI MAO?	No. Anyone who is SMI and enrolled as a childless adult in AHCCCS Care will automatically be moved to SSI MAO by the AHCCCS Administration. The member will then be notified that their eligibility category has changed and they will later get a redetermination date notice for SSI MAO.
36.	What if you have a chronic disease or you are in the hospital? How will the freeze impact you?	If you are already enrolled in AHCCCS, you will keep your coverage as long as you remain eligible. Individuals with chronic illness typically have case managers or interact with the system through a variety of providers who will be positioned to assist them in maintaining coverage.