

1st Quarter 2020 AHCCCS AND ACC Plan Updates

COVID-19 Resources and Information

Crestline Advisors understands the unique challenges providers are facing due to the COVID-19 outbreak and are committed to assisting you as you navigate these challenging times. As a special addition to this newsletter, Crestline Advisors is including an example COVID-19 procedure document. Key resources and information updates are also available from the following agencies websites:

- [AHCCCS](#)
- [ADHS](#)
- [CDC](#)
- [CMS](#)
- [Arizona Together](#) (website that provides links to social and community resources to aids those impacted by COVID-19)

Arizona Complete Care Health Plan and RBHA Updates

In addition to sharing ongoing updates related to COVID-19, several ACC Plans shared information from AHCCCS related to the following:

- AHCCCS updates to the Provider Enrollment paper application, which is a component of the new AHCCCS Provider Enrollment Portal (APEP) that is expected to be available June 1st, 2020. (1/27/2020 and 2/18/2020)
- Information from the Arizona Chapter of the American Academy of Pediatrics (AzAAP) regarding an opportunity for Vaccines for Children providers to request an exception from the dose for dose replacement. (2/26/2020)

Arizona Complete Health:

- Issued information on health insurance options for individuals who have lost jobs. (4/08/2020).
- Announced that Care 1st and Arizona Complete Health-Complete Care Plan will be joining together in Arizona. During the change period the two plans will continue to work as the two current plans, including retaining current Member ID cards. (1/23/2020).

Banner University Family Plan:

- Provided information regarding FBI warnings of teleconference and online classrooms being hijacked. (4/9/2020)
- Provided information regarding Costco warehouses temporarily prioritizing access to healthcare workers and first responders. (4/8/2020).
- Shared information on Arizona Together, which provides information on how to access supports and community resources, to assist during the COVID-19 outbreak. (4/07/2020).
- Shared information regarding a survey from the Arizona Peer and Family Coalition (APFC) related to how people are doing and their experiences during COVID-19. (4/02/2020).
- Shared information regarding federal approval for Arizona Medicaid to implement programmatic changes to support access to health care for kids and vulnerable Arizonans. (3/27/2020).
- Shared Clinical Guidance from the American Academy of Pediatrics regarding pediatric appointments and immunizations during the COVID-19 outbreak. (3/26/2020).
- Shared information from the U.S. Department of health and Human Services Office of the Inspector General regarding fraud schemes related to COVID-19. (3/23/2020).
- Announced AHCCCS decision to suspend Performance Measure Medical Record Audits, to support MCOs and providers focus on addressing the pandemic. (3/23/2020).
- Shared information on Arizona Statewide Independent Living Council listening sessions. (3/11/2020)
- Issued a reminder that Substance Use Provider Treatment Capacity Surveys were due on March 18th. (3/10/2020).
- Shared information regarding a Doula Certification course that was offered through CHEERS Recovery Center on February 20th and 21st. (2/06/2020).
- Provided information on how to access B- UHP's FDR quarterly newsletters and memos, which include information about their compliance program and policies. (1/28/2020).
- Issued Banner Provider Newsletter for first quarter 2020. (1/22/2020).
- Shared information about no-cost dental service day for veterans at Midwestern Dental Institute, which occurred on 2/1/2020. (1/15/2020).
- Provided information on new requirements for B-UFC contracted BHRFs, including requirements for contracted adult BHRFs to provide members being discharged with information about a Banner interactive phone application. (1/7/2020)

1st Quarter 2020 ACC Plan Updates

Arizona Complete Care Health Plan and RBHA Updates

Care 1st:

- Shared information from AHCCCS regarding Telehealth delivery and billing related to COVID-19, including an AHCCCS Telehealth webinar that was held on April 9th. (4/09/2020).
- Issued an FAQ regarding what is currently known about COVID-19. (3/19/2020)
- Shared information regarding the launch of COVID-19 testing centers in Coconino County and Flagstaff. (3/19/2020)
- Shared information from AHCCCS regarding updates to the Electronic Visit Verification requirements. (3/05/2020)
- Shared information from ADHS, Arizona Immunization Program Office regarding dose for dose restitution exception form guidance and directions for use. (2/28/2020)
- Issued formulary updates, based on recommendations from the January 22 AHCCCS P&T Committee, to be effective April 1st. (2/27/2020)
- Announced the Care1st/WellCare Spring 2020 provider forum on March 17. (2/27/2020)
- Announced that Sonora Quest was the exclusive contract outpatient lab for Care1st members. (2/25/2020)
- Announced that Care 1st would, effective immediately, not require medical records with the initial submission of claims containing codes with a single 76 and/or 77 modifiers. (2/25/2020)
- Issued the February Billers' Corner, which focused on prior authorization requirements (2/24/2020).
- Issued the January Billers' Corner, which was focused on non-emergency transportation services and the need to include pick up and drop off addresses. (1/28/2020)
- Announced that Care 1st and Arizona Complete Health-Complete Care Plan will be joining together in Arizona. During the change period the two plans will continue to work as the two current plans, including retaining current Member ID cards. (1/23/2020)

Magellan Complete Care:

- Issued a COVID-19 Telehealth Provider Q&A. (4/2/2020)
- Announced a webinar on how to build resilience and adaptive skills during the pandemic, which Magellan hosted on April 2. (4/2/2020)
- Shared information on Arizona State University's ECHO Programs. (3/19/2020)
- Shared the AHCCCS Behavioral Health Diagnosis List. (1/30/2020)
- Shared information from the Crisis Response Network related to submission of Serious Mental Illness (SMI) Determination packets. (1/28/2020)

Mercy Care:

- Solicited provider response to a survey regarding Telehealth/Telemedicine, to support member access to care during the COVID-19 outbreak. (3/27/2020)
- Shared updated information from AHCCCS regarding implementation of electronic visit verification requirements. (3/23/2020)
- Shared emergency medical coding guidance from AHCCCS regarding COVID-19. (3/19/2020)
- Issued information regarding COVID-19 precautions and Justice-Involved members. (3/17/2020)
- Issued updated COVID-19 information for providers. (3/13/2020)
- Issued an updated Provider Manual, and notice summarizing changes. (3/2/2020)
- Announced the availability of Mercy Care's On-Line Prior Authorization Search Tool. (2/21/2020)
- Provided information regarding an issue with Mercy Care's electronic remits (835) and efforts to identify and implement solutions. (2/21/2020 & 3/18/2020)
- Provided information regarding identification and resolution of an issue involving inappropriate denial of claims for invalid NDC number and confirming payments would be adjusted without resubmission of claims. (2/19/2020)
- Issued an update to a provider notice initial issued on 9/27/2019, regarding prior authorization requirements for inpatient behavioral health, that Mercy Care will no longer requires prior authorization or concurrent review when they are the secondary payer to a commercial insurer, non-Mercy Care Advantage plan or Medicare FFS. (2/13/2020)
- Announced that effective February 3rd, specialty medications will need to be filled at CVS Specialty Pharmacy or St. Joseph's McAuley Pharmacy. This change only applies to Mercy Care Medicaid Plan coverage, and excludes members filling medication under other primary health coverage (including Medicare Advantage Prescription Drug plans), members in long term care facilities or skilled nursing facilities, and members filling specialty medications at a 340b/FQHC pharmacy. (1/30/2020)
- Shared information from TAPI regarding the outbreak of COVID-19 in Wuhan, China, and recommendations for screening patients. (1/24/2020)
- Reissued a November 11th provider notice regarding Mercy Care's transition to Language Line for all phone interpretation services effective 12/1/2019. (1/22/2020)
- Issued a reminder about requirements for providers to timely notify Mercy Care of updates and changes to their demographic, termination and other information. (1/15/2020)
- Issued guidance regarding interpreter standards. (1/10/2020)
- Announced that effective February 2nd, will require prior authorization for HCPCS Code J3145 (injection, testosterone undecanoate, 1mg), and documented trail and failure of two preferred agents, in addition to meeting clinical criteria, for. (1/6/2020)
- Announced that providers that received SABG funds for FY20, and thereafter, are required to use a U7 modifier for SABG-related encounters, as well as providing an overview of other SABG service requirements. (1/3/2020)
- Announced updates to the AzAHP Credentialing Forms for 2020. (1/2/2020)

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Health Choice Arizona:

- Removed prior authorization requirements for certain J Codes, effective 3/27/2020, due to the COVID-19 outbreak. (3/2020)
- Shared AHCCCS announcement to suspend all medical record procurement and abstraction activities for the CYE 2018 Hybrid Performance Measure Calculations, due to the focus on responding to the COVID-19 outbreak. (3/2020)
- Shared AHCCCS FAQ information regarding COVID-19. (3/2020)
- Reminder for substance abuse treatment providers to complete the required treatment capacity survey by March 18. (3/2020)
- Shared information that AHCCCS received confirmation from SAMHSA regarding the use of Mental health Block Grant funds for care and treatment of individuals with serious mental illness or serious emotional disturbance, who have interactions with the criminal justice system. However, AHCCCS further clarified there was no formal plan developed or submitted to SAMHSA for the provision of services to such individuals in jail, so there are no changes to current services. (3/13/2020)
- Issued a reminder regarding requirements to include ordering, referring or supervising care provider information on claims for certain services. (3/2020)
- Shared recommendations for provider preparedness related to COVID-19. (3/2020)
- Announced additional information regarding upgrades to the Health Choice provider portal. (3/2/2020)
- Announced their first quarter provider forum, which was held on March 31, which was later updated to a zoom only meeting due to the COVID-19 outbreak. (2/2020 & 3/2020)
- Issued a reminder that effective January 1, 2019 providers can submit coverage determinations online. (2/2020)
- Notified providers that Roche, manufacturer of Accu-Chek blood glucose monitors and testing supplies will be discontinuing certain products. The notice also provided information on how members can receive free blood glucose meters. (2/2020)
- Issued updates regarding dental coding and prior authorization for 2020. (2/2020)
- Announced updates to the AzAHP forms for 2020, which are required for initial credentialing. (1/2020)
- Issued a reminder of coverage for annual well-woman preventative care visits. (1/2020)
- Announced that Steward Health Choice of Arizona and Steward Health Choice Generations are now owned by Blue Cross Blue Shield of Arizona. (1/2020)
- Announced that Health Choice of Arizona contracted with Medical Transportation Brokerage for non-emergent transportation services, effective February 2. (1/2/2020)

United Healthcare:

- Shared information on COVID-19 testing information for care providers. (3/17/2020)
- Provided information regarding available services for members in crisis. (3/12/2020)
- Issued 2nd quarter 2020 preferred drug list update (3/12/2020)
- Issued FAQs on expanded community plan notification/prior authorization requirements and site of service medical necessity reviews for certain surgical procedures. (2/28/2020)
- Provided information on Behavioral Health Homes. (2/27/2020)
- Shared ADHS provider resources regarding COVID-10. (2/25/2020)
- Shared information behavioral health care after an emergency room visit or inpatient hospitalization. (2/20/2020)
- Shared information on safety in respiratory therapy and drugs utilization review. (2/12/2020)
- Shared information regarding AHCCCS Social Determinates of Health billing guidelines and demographics and outcomes (1/29/2020 & 2/12/2020)
- Shared a letter that DDD provided to primary care providers regarding plan of care requirements, including dated signatures and NPI for continuing therapy services. (1/29/2020)
- Shared Medical Coding Resources form AHCCCS. (1/22/2020)
- Issued a reminder regarding requirements to include ordering, referring or supervising care provider information on claims for certain services. (1/22/2020)

Did you know that Crestline is one of the few health care consulting firms to achieve SOC 2® - SOC for Service Organizations: Trust Services Criteria Certification? Our 2019 audit was completed on January 3rd, 2020. Our certification serves to elevate our customer's confidence that their data is safeguarded through our security processes. SOC2 Type II reports are the most comprehensive certification with the Systems and Organization Control protocol. Our report is available for review upon request.