

4TH Quarter 2019 AHCCCS AND ACC Plan Updates

AHCCCS Updates

Regional Behavioral Health Authority

Throughout the first quarter of 2020, AHCCCS will be hosting a series of community forums to provide information and solicit feedback from the community on AHCCCS initiatives on RBHA services. The schedule of community events and a copy of the AHCCCS presentation are available on the [AHCCCS website](#)

Electronic Visit Verification

On December 5, 2019, CMS granted AHCCCS request for an extension for meeting the Electronic Visit Verification (EVV) requirements. CMS specified that they do not have authority to extend the compliance deadline beyond January 1, 2021. Additional information and guidance regarding EVV is available on the [AHCCCS website](#). The link gives access to a Power Point presentation from state's EVV vendor, Scandata Systems. The tool describes Arizona's provider type, coding, and place of service requirements for EVV.

Arizona Complete Care Health Plan and RBHA Updates

Several ACC Plans shared information from AHCCCS related to the new AHCCCS Provider Enrollment Portal (APEP) and gave notice that AHCCCS is preparing to collect data for the CYE 2018 Hybrid Performance Measure study. Additionally, several ACC Plans posted information regarding compliance with new requirements related to Electronic Prescribing of Controlled Substances (EPCS) and Electronic Visit Verification (EVV).

Arizona Complete Health:

- Shared an article from the Yuma Sun, regarding a decrease in jail bookings since the opening of the North End Community Connections Integrated Clinic. (12/03/2019).
- Announced that provider Head to Toe Therapy, located at 5314 N. 7th Street, Phoenix, AZ, were suspended from the network effective immediately. (11/19/2019).
- Stated that they are posting information regarding weekly check runs on their Public Website under the Provider News Section. (10/30/2019)

Banner University Family Plan:

- Issued a notice regarding substance abuse treatment reporting requirements, as outlined in ARS section 36-109, and included a link to a survey monkey for submission of reports that were due by 11/15/2019. (11/04/2019)
- Shared updates to the Behavioral Health Medical Management Updates, including administrative denials and discharge summaries. (11/27/2019).
- Announced that the 4th Quarter Provider Newsletter was available. (11/15/2019)
- Provided an article on the new BNA tool, which will "makes a 360-degree view of the patient possible" (11/12/2019)
- Released a notice that BUHP RightFax not functioning correctly on 11/6/2019, and provided information on how to contact the health plan for urgent requests. (11/07/2019).
- Publicized updates to the Banner University Family Plan Provider Manual. (10/1/2019)

Care 1st:

- Shared a reminder that effective 1/1/2020, DentaQuest will manage the WellCare Dental program for Medicare. (12/30/2019).
- Released holiday hours, including those of DentaQuest and Advantica Information. (12/20/2019)
- Announced the expansion of the Medicaid retail pharmacy network to include 126 Safeway and Albertsons pharmacies. (12/20/2019)
- Issued a reminder to make sure children needing RSV (Synagis) Immunizations receive them. (12/06/2019).
- Described changes to their formulary to be effective 1/1/2020, based on AHCCCS formulary changes. (11/26/2019)
- Provided a reminder that non-emergency transportation services are required to include pick up and drop off locations on all claims, including for services rendered by behavioral health providers. (11/20/2019)
- Issued a correction to the prior authorization guidelines that were scheduled to be effective 11/1/2019. The correction included erroneously labelling certain codes as no longer requiring prior authorization when the codes will continue to require prior authorization. (10/31/2019 and 10/25/2019)
- Posted information regarding the DDD Transition, including billing requirements for pick up and drop locations for all transportation services. (10/15/2019)

Magellan Complete Care:

- Posted information regarding the availability of transportation services to members, and the process for calling to request help setting up transportation.

4TH Quarter 2019 ACC Plan Updates

Arizona Complete Care Health Plan and RBHA Updates

Mercy Care:

- Released updates to the AzAHP Credentialing Forms for 2020. (1/2/2020)
- Announced that Walgreens Pharmacy will no longer be part of the Plan's network effective 2/3/2020. (12/12/2019)
- Shared information regarding allocation of Substance Abuse Block Grant (SABG) awards for fiscal year 2020. (12/10/2019)
- Provided guidance regarding the inclusion of Social Determinates of Health (SDOH) codes, including clarification that SDOH codes should only be included as secondary diagnosis codes. (11/21/2019)
- Posted a notice regarding the closure of St. Luke's Medical Center in Phoenix that was effective 1/24/2019, including information regarding transition of care. (11/20/2019)
- Announced information regarding Differential Adjusted Payment (DAP) and rate changes that were effective on 10/1/2019. (10/23/2019)
- Shared information about vaping related illnesses and guidance on what providers are being requested to do relate to evaluating and managing patients with vaping related illnesses. (11/20/2019)
- Announced the transition to Language Line for telephonic interpretation services, which was effective 12/1/2019. (11/11/2019)
- Posted an FAQ document regarding applied behavioral health analysis (ABA) CPT codes. (11/11/2019)
- Provided guidance regarding physical therapy documentation requirements. (10/30/2019)
- Gave information regarding changes to acute skilled nursing facility authorization process to be effective 11/1/2019 (10/25/2019)
- Announced changes to prior authorization of Applied Behavioral Analysis (ABA) CPT Codes (97153-97158), that will be required effective 11/1/2019. This requirement excludes ABA Assessments (97151 and 97152), and provides a 180 day waiver for members who transitioned to Mercy Care DD on 10/1/2019. (10/1/2019). The announcement also includes ABA CPT code definitions.

Steward Health Care Network:

- Issued updates to their Prior Authorization Grid that will be effective 1/20/2020. (12/2019)
- Provided an updated list of approved Provider Office Lab Testing codes (12/2019)
- Announced that effective 12/15/2019, Steward stopped accepting fax submission of written provider claim disputes and provided information regarding how to file claim disputes. (11/2019)
- Issued a reminder about changes to the paper claims submission address that were effective on 8/15/2019. (11/2019)
- Announced the dates of their fourth quarter Provider Forum of 2019, which occurred on 12/4/2019. (10/2019 and 11/2019)
- Shared information about a Pain Medication and Care Improvement Program, which was scheduled to launch in fall 2019 (10/2019)
- Announced updates to prior authorization related to Cardiac CPT codes(10/23/2019)

United Healthcare:

- Announced the Plan will not be allowing retro authorizations for physical, occupational or speech therapy services. (1/8/2020)
- Offered information regarding responding to DDD requests for member information. (12/4/2019)
- Gave notice that Coram CVS Specialty Infusion Services is, effective 11/30/2019, no longer a part of the Plan's network. (11/5/2019)
- Provided update contact information LanguageLine Solutions, the translation service vendor. (10/7/2019)
- Issued a reminder to Ambulatory Surgical Centers related to AHCCCS billing requirements. (10/7/2019)
- Provided a reminder regarding the use of the correct member ID on claims. (10/7/2019)
- Offered information regarding laboratory services, and identified LabCorp as the only in-network laboratory service provider. (10/7/2019)
- Provided updated information regarding checking member eligibility, laboratory services, billing correct member ID numbers, and updated LanguageLine contract information. (10/7/2019)

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.