

2ND 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 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 has posted policies with changes that include revision of CMDP integration of Behavioral Health Services. These policies were scheduled to be effective October 1, 2020 but have been delayed due to the delay of the implementation of the program transition.
- AHCCCS has posted several AMPM updated policies that will be effective October 1, 2020, excluding those provisions related to the CMDP transition. These policies include: 310-B Title XIX XXI Behavioral health Service Benefit, 320-W Therapeutic Foster Care for Children, 541 Coordination of Care with Other Government Agencies, 965 Community Service Agencies, and 1020 Medical Management Scope and Components.

Arizona Complete Health:

- Shared information regarding a requirement that will be effective 1/1/2021 that referring, ordering and attending providers must be enrolled in AHCCCS to be reimbursed (6/18/2020)
- Provided information on financial assistance for network providers related to COVID-19, including a provider financial support and resources portal where providers can research benefits and work with experts on applying for benefits (4/15/2020)

Banner University Family Plan:

- Shared information from AHCCCS regarding a virtual forum held on July 15th that addressed topics such as the future of Regional Behavioral health Agreements, Competitive Contract Expansion, Whole Person Care Initiatives, Waiver, and AHCCCS COVID-19 Response (7/8/2020)
- Shared information regarding the Bighorn Fire in Pima County, include key resources and contact information (6/18/2020)
- Shared information on resources for supporting children and families during COVID-19 (6/16/2020)
- Announced a new partnership between Banner-University Health Plans and Monogram Health to coordinate care for members with chronic kidney disease and end-stage renal disease (5/28/2020)
- Shared information regarding NAMIs virtual walk that was held on May 30th, 2020 (5/12/2020)
- Announced online training sessions related to Behavioral Health Prior Authorization/Utilization Management for contracted providers that were held in June (5/7/2020)
- Shared information regarding an FCC COVID-19 Telehealth Webinar that took place on April 13, 2020 and was posted on the FCC website at <https://www.fcc.gov/covid-19-telehealth-program> (4/10/2020)
- Announced a webinar to assist Peer/Recovery Support Practitioners who are providing support via phone, video, messaging, or text (4/10/2020)

Care 1st:

- Shared information from the Arizona Department of Health Services, related to getting kids required vaccinations during COVID-19 (7/9/2020)
- Shared information regarding Care1st Integrated Care Transformation ECHO, to support integrated care transformation, that includes a series of presentations from July 9th through October 15th (7/6/2020)
- Reminded providers regarding required annual renewal of enrollment for participation in the Vaccines for Children Program (6/26/2020)
- Shared an announcement regarding HHS Enhanced provider Portal, Relief Fund Payments for Net Hospitals, Medicaid & CHIPS Providers (6/22/2020)

2ND Quarter 2020 ACC Plan Updates

Arizona Complete Care Health Plan and RBHA Updates

Care 1st:

- Shared information on Training on Immunization Practice Strategies (T.I.P.S.) offered by TAPI in partnership with the Arizona Telemedicine Program (6/12/2020)
- Shared information regarding a live national presentation and discussion regarding colorectal cancer screening amidst COVID-19 that was scheduled for June 18th (6/12/2020)
- Published the Care1st Health Plan Arizona May Biller's Corner, including information on claims submission, denials, appeals, and refund and overpayment correspondence (5/29/2020)
- Announced that AHCCCS approved providers to perform EPSDT visits via Telehealth. (5/13/2020)
- Provided notice of updates to the Care1st Provider Manual (5/5/2020)
- Announced the availability of Battelle Critical Care Decontamination System (designed to decontaminate N95 respirators) to be available at no cost starting in early May (5/4/2020)
- Shared information regarding the Arizona Association of Health Plans webpage of resources for COVID-19 issues impacting Arizona Medicaid providers (4/23/2020)
- Announced a webinar with former SBA Administrator regarding SBA and CARES Act resources for providers that was held on April 22 (4/17/2020)

Magellan Complete Care:

- Provided information regarding HEDIS Telehealth Accepted codes (4/17/2020)

Mercy Care:

- Announced ACT team transitions to COPA/Partners in Recovery from Chicanos Por La Causa, effective July 1st (7/8/2020)
- Announced updates to the Arizona Regulatory Compliance Addendum of Mercy Care's contract (7/7/2020)
- Provided information regarding home assessment authorization requirements for power mobility devices and manual wheelchairs (6/29/2020)
- Shared information from HHS regarding a webinar that was held on June 8th, to provide more information regarding the Provider Relief Fund and application process (6/22/2020)
- Shared information from AHCCCS regarding Behavioral Health Residential Facility Request for Grant Applications (6/23/2020)
- Provided information regarding new processes for Children and Adolescent Behavioral Health Inpatient Facilities (BHIF), Behavioral Health Residential Facilities (BHRF), Therapeutic Foster Home (TFH) prior authorization requests and approvals, and Adult BHRF, that became effective June 29, 2020 (6/19/2020)
- Shared information regarding the Governor's Office Award of \$375k to Arizona Programs Supporting and Serving Victims of Child Abuse and Neglect (6/18/2020)
- Announced the availability of a training on Electronic Prescribing of Controlled Substances (EPCS) (6/17/2020)
- Shared information from HHS regarding an enhanced provider portal, relief fund payments for Safety Net Hospitals, Medicaid and CHIP Providers (6/17/2020)
- Provided information regarding Electronic Visit Verification and the provider types that must be in compliance by January 1, 2021 (6/15/2020)
- Announced the availability of tablets for Title 19 and Non-Title 19 SMI members who meet certain criteria, to aid in improving access to telehealth services (6/11/2020)
- Announced no-cost COVID-19 testing for homeless and vulnerable persons who may have been exposed to COVID-19 or are displaying symptoms, available through CVS through the end of June 2020 (6/11/2020)
- Announced that two Lifewell Behavioral Health Wellness clinics are moving to a new location on July 1, 2020 (6/8/2020)
- Shared information from AHCCCS regarding differential adjusted payments effective for dates of service from October 1, 2020 to September 30, 2021 (6/8/2020)
- Shared an AHCCCS announcement regarding CALOCUS replacing CASII, including a CALOCUS Transition survey (6/3/2020)
- Announced new provider reference guide regarding Advance Directives and End of Life Care, available on the Mercy Care website (5/26/2020)
- Provided guidance regarding non-emergency transportation for members diagnosed with COVID-10, primarily relating to members in Skilled Nursing Facilities and Assisted Living Facilities (5/22/2020)
- Shared information from AHCCCS regarding postponement of Provider Enrollment Portal (APEP) (5/21/2020)
- Shared information from AHCCCS regarding postponement of Electronic Visit Verification compliance date to January 1, 2021 (5/21/2020)
- Provided information regarding fraud schemes related to COVID-19 that are targeting providers and members (5/15/2020)
- Shared information from HHS regarding the COVID-19 Uninsured Program Portal, including requirements for providers to register to participate in the program (5/12/2020)

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Arizona Complete Care Health Plan and RBHA Updates

Mercy Care:

- Announced the availability of a prior authorization form for Applied Behavioral Analysis CPT Codes, available on the Mercy Care Forms web page (4/29/2020)
- Shared information regarding Governor Ducey's Executive order 2020-14 Postponement of Eviction Actions, including information on resources for members such as Community Legal Services, and the Arizona Department of Housing Eviction Prevention Fund (5/3/2020)
- Issued updated information regarding Gaps in Care Technical Specifications and PCP Billing Guide, which includes updated HEDIS information (4/27/2020)
- Shared information regarding the CARES Act Funding (4/23/2020)
- Provided guidance regarding Mercy Care's claims processing configuration related to compliance with CMS and AHCCCS guidance related to COVID-19 (4/21/2020)
- Shared information from AHCCCS regarding Provider Enrollment (APEP) (4/9/2020)
- Shared information regarding the Federal CARES Act, including links to federal resources (4/2/2020)

Health Choice Arizona:

- Announced updates to prior authorization of drugs, including drugs previously reported under J3490 that were effective July 2nd, and additional codes that will be effective August 2nd (7/2020)
- Announced Health Choice Arizona's celebration and honor of Pride Month, including information regarding a series of LGBTQ2 presentations (6/2020)
- Shared information from HHS regarding an enhanced provider portal, relief fund payments for Safety Net Hospitals, Medicaid and CHIP Providers (6/2020)
- Provided information regarding requirement that, as of January 1, 2021, providers must be enrolled with AHCCCS to be reimbursed for prescribing, ordering, referring or attending provider services (6/2020)
- Announced changes to dental code frequency exceptions effective April 7, 2020 through December 31, 2020, due to COVID-19 (6/2020)
- Issued a reminder of the Health Choice Q2 All Provider Forum, held via Zoom on June 17th (6/2020)
- Shared information from HHS regarding the COVID-19 Uninsured Program Portal, including information on provider registration to participate in the program (5/2020)
- Shared resources for patients impacted by COVID-19, with loss of health insurance coverage (5/2020)
- Announced information regarding the launch of Risk Identification and Mitigation (RIM) reports, through Health Choice's partnership with care optimization company axialHealthcare (5/2020)
- Provided information regarding updates to the provider manual, including planned updates to the provider manual logo and email addresses in conjunction with the acquisition by BCBSAZ (5/2020)
- Shared information regarding updates to Governor Ducey's executive order related to elective surgeries (4/2020)
- Removed requirement for prior authorization of certain dental codes, effective 3/202/2020 due to COVID-19 (4/2020)

United Healthcare:

- Shared information regarding ordering, referring and supervising provider guidelines, that require providers to be enrolled with AHCCCS, effective January 1, 2021 (7/10/2020)
- Announced 3rd Quarter 2020 Preferred Drug List updates (7/1/2020)
- Provided information regarding EPSDT developmental screening and billing requirements (6/22/2020)
- Shared information from AHCCCS regarding electronic visit verification requirements that become effective January 1, 2021 (5/27/2020)

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.