

2021 Q4 All Provider Forum

Zoom
December 22, 2021



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Agenda & Welcome!

1. Provider Survey 5 minutes
Charlotte Whitmore, VP Network Services
2. A Moment with Dr. Mark Carroll, Chief Medical Officer 5 minutes
3. Telehealth Brief & Updates 10 minutes
Dr. Sara Gibson, Psychiatrist, Telemedicine Medical Director
4. Contract Re-Paper Project 5 minutes
Aimee Perez, Dir. Network Contracting
5. Integrated Health Care 40 minutes
BOWS Prevention Protocol - Robert Dotterer, LAC Population Care Lead
Training Resource: Collaborative Communication regarding COVID19 Vaccines - Lauren Fofanova, LCSW Dir.
Integrated Healthcare Development
CBHSF - Sarah Hester, Youth and Young Adult Projects Coordinator
State Opioid Response - Rose Kent, MPH
Statewide Housing Administrator (Eff. 10/01/21) - Eric Marcus, Dir. Social Determinants Programs
6. Provider Resources 20 minutes
Jadelyn Fields, Network Provider Service Manager and Educator
AHCCCS AMPM, ACOM, & Coding/Billing Updates
Member ID#s Effective 1/1/2022
Reporting Change in Capacity (IP)
Electronic Data Interchange (Claim, ERA, EFT)
EVV
7. Q & A 10 minutes

2022 Provider Satisfaction Survey

Charlotte Whitmore, VP. Network Operations

COMING JANUARY 2022



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A Moment with Dr. Mark Carroll

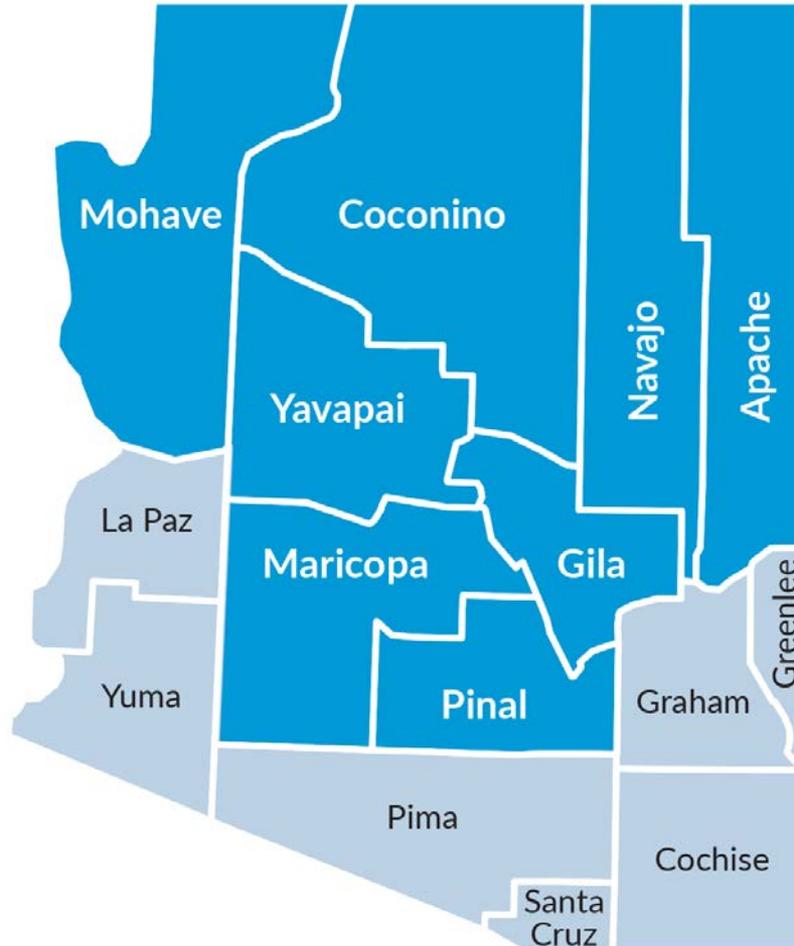
Chief Medical Officer



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Health Choice Footprint



Telehealth Brief & Updates

Dr. Sara Gibson, Psychiatrist, Telemedicine Medical Director



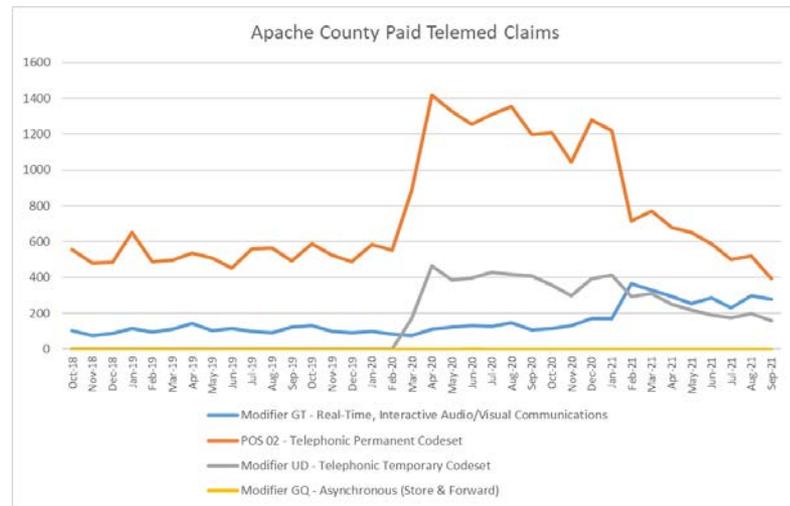
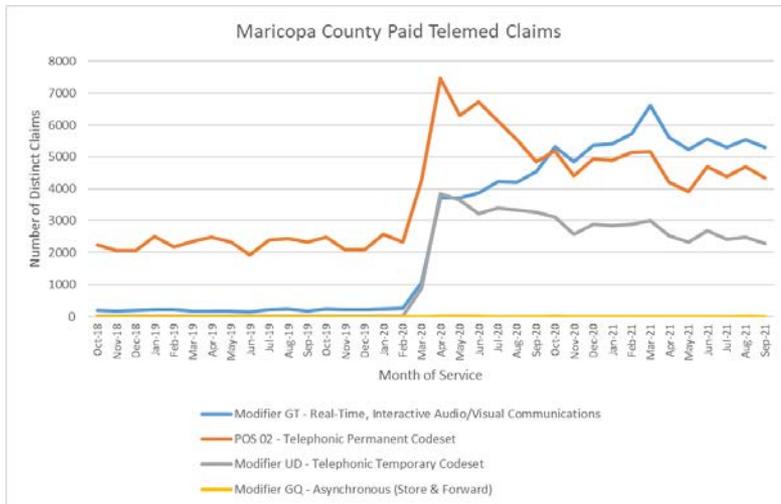
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Arizona

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Telehealth Claims Volume

Telehealth services continue at higher volumes than before the pandemic, and audio only sessions are at a higher rate in rural counties.



Modifier Changes (AHCCCS)

Modifiers FQ, FR, FS, and FT are added

UD Modifier is end dated 12/31/21 (Audio only opened for PHE)

POS (Place of Service) will be the location of the patient and not to signify an audio only service

MODIFIERS	LONG DESCRIPTION
FQ	The service was furnished using audio-only communication technology
FR	The supervising practitioner was present through two-way, audio/video communication technology
FS	Split (or shared) evaluation and management visit
FT	Unrelated evaluation and management (e/m) visit during a postoperative period, or on the same day as a procedure or another e/m visit. (report when an e/m visit is furnished within the global period but is unrelated, or when one or more additional e/m visits furnished on the same day are unrelated)

Audio Only Codes (AHCCCS)

With the UD modifier ending, some services will no longer be allowed as audio only including, but not limited to:

- Speech services
- Evaluation and management of a new patient codes

These codes are still covered by AHCCCS if the member is seen via synchronous audio/video connections.

Final decisions on what codes will be allowed as audio only will be available on the AHCCCS Telehealth website.

Key CMS (Medicare) Information

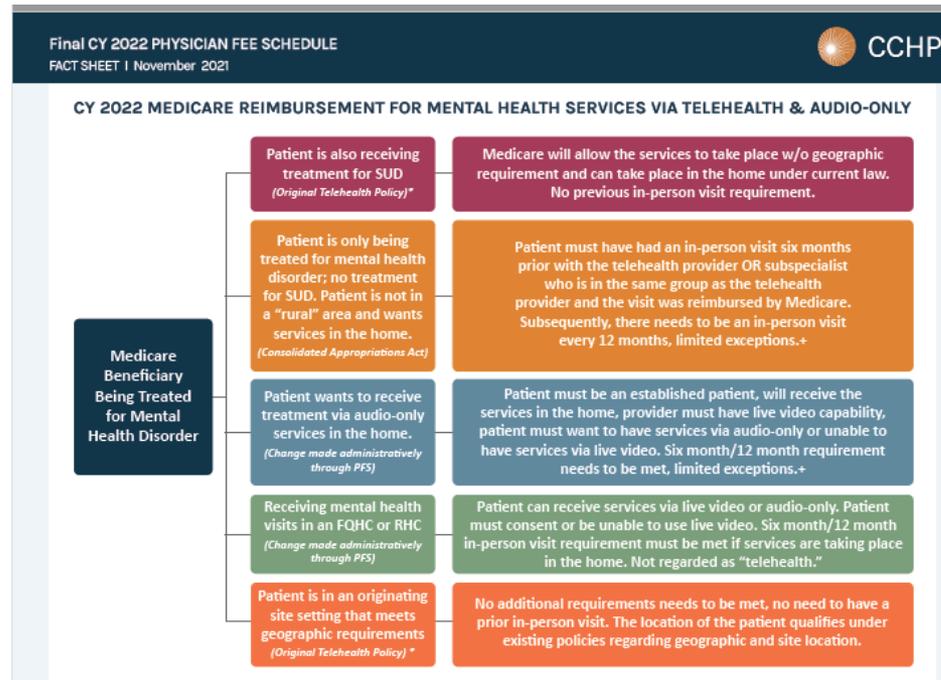
The CMS Final Physician Fee Schedule for CY 2022 includes changes to telehealth policy in the Medicare program. It adds more telehealth services that will receive Medicare reimbursement.

The final rule allows reimbursement for audio-only telemental services, but specifies that the patient must be unable to make a video call.

The final rule also expands the definition of “mental health visit” to allow federally qualified health centers (FQHCs) and rural health centers (RHCs) to deliver mental health services via telehealth.

Proprietary and Confidential

CMS 2022 Physician Fee Schedule (Medicare)



Resources

- Center for Connected Health Policy (Great source for State and Federal policies)
 - <https://www.cchpca.org/>
- AHCCCS Medical Coding Resources
 - <https://www.azahcccs.gov/PlansProviders/Downloads/MedicalCodingResources/MedicalCodingNewsletterDec2021.pdf>
- AHCCCS Telehealth Page
 - <https://www.azahcccs.gov/AHCCCS/Initiatives/Telehealth/>
- CMS (Medicare) Telehealth code list
 - [List of Telehealth Services | CMS](#)

Reissuing Contracts to Existing Providers

Aimee Perez, Director Network Contracting



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Reissuing Contracts to Existing Providers

What to expect:

- Primary signer will receive the contract by email from DocuSign
 - Changes to primary signer – send to Provider Performance Representative
- Promptly review and sign by authorized signer within 5 business days
- Reissuance of contract is not an opportunity to renegotiate rates
- Automatic reminder from DocuSign every 3 days
- Phone call after 15 days

Benzodiazepine and Opiate Warning Signs (BOWS) Prevention Protocol

Bobby Dotterer, LAC | Population Care Lead



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Benzodiazepine and Opioid Warning Signs Prevention Protocol

- Developed in response to member deaths by overdose
- **GOAL:** Decrease the frequency of opioid and benzodiazepine overdoses and deaths
- **OBJECTIVE:** Aim the Action Steps at the Behavioral Health Medical Provider (BHMP), Primary Care Provider (PCP), and Pain Management Specialist



Evidence-Based Interventions

- Guides providers in multiple evidence-based practices
 - Identifying warning signs of a potential overdose BEFORE it occurs
 - Assessing immediate risk
 - Alerting all care team members of risk
 - Prescribing Narcan for members on opioids
- Specialized protocols for Behavioral Health, Physical Health and Health Choice
- Health Choice Care Management staff provide oversight, care coordination, and referral to appropriate care management programs for all members with BOWS alerts

Warning Signs

- **Slurred speech, unstable gait, falling, sedation, pinpoint pupils, nodding off, agitation/threatening behavior, smell of alcohol, altered mental status, disorientation, sleeping in session**
- **Asking or pressuring for benzos/increased benzo doses to HH staff**
- **Reports of lost/stolen benzos with no police report, early refill pattern**
- **Multiple providers or pharmacies noted on CSPMP or in past history**
- **Frequent ED visits for opiates/benzos, drug/alcohol intoxication, OD, frequent falls & fractures**
- **Positive UDS with non-prescribed substances, alcohol/drug use, selling/injecting/snorting meds**
- **Negative UDS for prescribed substances (risk of diversion or lack of understanding about dosing)**
- **Different symptoms reported to different BH staff members, unreliable info**
- **Complaints of multiple sites of pain/ migrating, changing, non-anatomic sites of pain**
- **Calls of concern from family/friends/ER/PCP/Pain MD/Specialists/Steward Health Choice AZ**
- **Refusal to comply with random drug screens, call backs, or pill count**
- **Resistance to change in medications despite adverse effects or lack of benefit, multiple “allergies” to alternatives**
- **Deterioration in functioning from baseline, treatment non-adherence, criminal activity**
- **Any overdose on benzodiazepines or opiates**

Action Steps

- Alert
- Respond
- Refer
- Outreach
- Wrap-around Services

Action Step: Alert



Submit a BOWS Alert via:

- Incident Accident Death (IAD) reporting system, **or**
- Email Health Choice Care Management at HCH.HCICICM@healthchoiceaz.com. *NOTE: email address will change on 12/27/21 to RWTeam@azblue.com.

- **ASSESS IMMEDIATE MEDICAL RISK-** Take vital signs, O2 sats
 - If patient appears unstable (hard to stay awake, difficulty breathing, etc.) alert MD/RN for immediate assessment. If indicated, call 911.
 - If stable, assess ability to leave the office and drive or travel safely. If the member is not considered safe to leave the office (alone or with caregivers), call EMS for transport.
- **Email/call** all other known prescribers which may include pain management, behavioral health medical provider (BHMP), etc. so the warning signs are shared with those who provide prescriptions and medical/psychiatric oversight

Action Step: Respond

- Consider changing or limiting medications to decrease future risk
- Prescribe Narcan
- *Interventions* may include:
 - Decrease current dosage
 - Weekly or Biweekly fills
 - Bubble packs
 - Increase frequency of office visit
 - Increase UDS or pill counts
 - Discontinuing meds
 - Referral to Behavioral Health to evaluate for detox need or MAT
 - Provide education

Action Step: Refer

- To Health Choice Member Services (1-800-322-8670) to get BH services, or to determine member's Behavioral Health Home assignment if unknown
- To Behavioral Health Home/provider for follow up visit and care coordination
- To BH crisis line 1-877-756-4090
- To Health Choice Care Manager for coordination assistance (e-mail HCH.HCICICM@healthchoiceaz.com).
*NOTE: email address will change on 12/27/21 to RWTeam@azblue.com.
- To appropriate level of care- ED, Inpatient Detox, Chemical Dependency Residential services (CDR), Intensive Outpatient Program (IOP), Opiate Replacement Services, etc.
- For a second expert opinion from a different medical provider, pain management specialist, BHMP or Health Choice MD



Action Step: Outreach



- Member follow up phone call by PCP or staff or Health Coach within 24 hours
- Schedule a member follow-up call or visit in < 7 days to check risk, status, further BOWS, process concerns, express care and recovery perspective, assess safety, suicidal or homicidal risk
- Convey caring attitude that medications are only one part of a successful treatment program
- Invite family members or partners to participate in appointments and Narcan administration education

Action Step: Wrap Around Services



- Offer more services and intensify frequency of visits with PCP, specialist and/or Behavioral health home
- Update treatment plan and develop crisis plan; share with family and educate regarding overdose risks (with member consent for Release of Information) and Narcan
- Consider specialist consult if indicated (ortho, pain management, addiction specialist, physical therapy)
- Consider increasing or adding integrative therapies if able (yoga and meditation are available at most Behavioral Health Homes)

Integrated Care Manger Responded to the BOWS Alert call with the following action steps:

- ICM sent an email to member's case manager and BHMP at his Health Home to alert them of the BOWS event. Summary of event and BOWS Protocol were attached.
- Member's case manager responded with confirmation that she spoke with the member on the phone. He is safe and plans to come to group this week and to his BHMP appt. next week.
- One week later, ICM checked in with case manager and found out that member no-showed to his group and his medication appt. Case Manager was not able to connect with member by phone and has a home visit planned. Case Manager will assess member at this time and offer appropriate substance use services.
- ICM spoke with Dr. Smith's office after the appt. Dr. Smith's MA stated that member attended his follow up visit. He showed up disheveled and repeatedly apologized for "using again". He was encouraged to get support from his health home. All opiate rx's were cancelled after the current fill. Member seemed disinterested in alternative pain management options. He did reschedule a follow up appt.

Example of a BOWS

*Integrated Care Manager, Emily Post, received a call from pain management provider, Dr. Smith. This call regarded concerns of relapse and the positive results for a shared member's UDS. **The UDS was found to be highly positive for methamphetamine and was negative for prescribed opiates.** The member was to come in on 12/10 to pick up a 2 week opiate rx and was to be notified of the UDS results and given a rx to taper off the opiates. **Dr. Smith's office said they would offer alternative pain mgmt treatment options but would not prescribe any opiates beyond this last prescription.** Dr. Smith's office said they planned to encourage him at the 12/10 appointment to make an appointment with his HH to get additional support for his substance use.*

Resources

- **Health Choice Member Services** 1-800-322-8670 FAX 855-408-3409
- **Health Choice RN 24 Hour Advice Line** 1-855-458-0622
- **Crisis Response Network** (24-hour behavioral health crisis number) 1-877-756-4090
- **Health Choice Care Management:** HCH.HCICICM@healthchoiceaz.com.
*NOTE: email address will change on 12/27/21 to RWTeam@azblue.com.
- **Health Choice website** www.healthchoiceaz.com
- **CDC Guidelines for Prescribing Opioids for Chronic Pain**
<https://www.cdc.gov/drugoverdose/prescribing/guideline.html>
- **Arizona Controlled Substance Prescription Monitoring Program (CSPMP):** <https://pharmacypmp.az.gov/>

Training Resource: Collaborative Communication regarding COVID-19 Vaccines

Lauren Fofanova, LCSW
Director, Integrated Healthcare Development



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Training Resource

<https://www.healthchoiceaz.com/rvh/>

- Change the dialogue about COVID-19 Vaccines
- Developed in collaboration with providers
- Evidence-based: Uses Motivational Interviewing techniques





Collaborative Communication about COVID-19 Vaccinations

START COURSE

DETAILS ▾

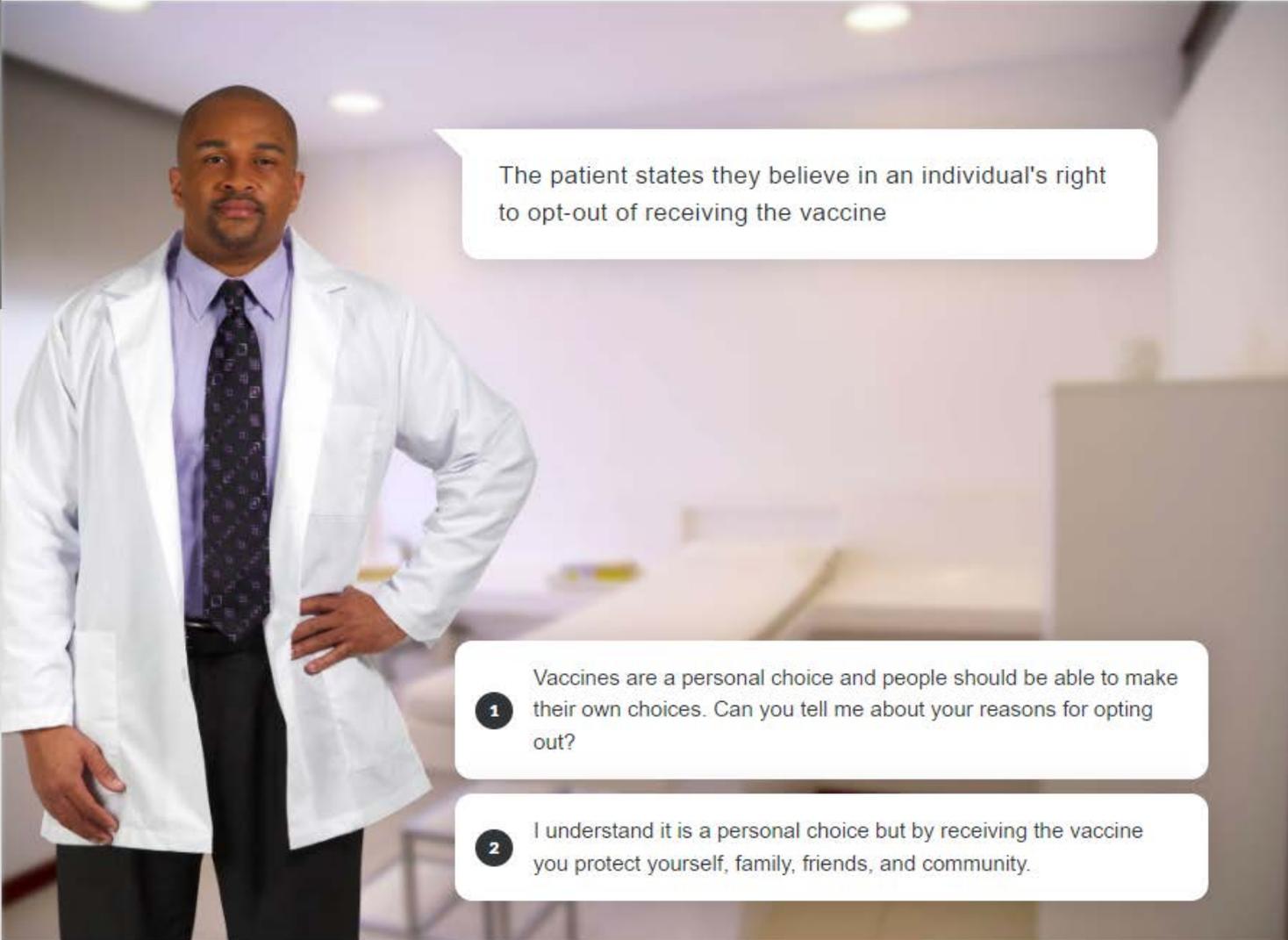


This course is intended for community providers who have conversations with patients about COVID-19 vaccines.

Collaborative Communication about COVID-19 Vaccinations

25% COMPLETE

- ☰ Introduction
- ☰ Motivational Interviewing to Identify Reasons for Vaccine...
- ☰ Respond to Vaccine Hesitancy
- ☰ Training Complete



The patient states they believe in an individual's right to opt-out of receiving the vaccine

1 Vaccines are a personal choice and people should be able to make their own choices. Can you tell me about your reasons for opting out?

2 I understand it is a personal choice but by receiving the vaccine you protect yourself, family, friends, and community.

Contact Us

We welcome your feedback or questions.

Lauren Fofanova, LCSW

Director, Integrated Healthcare Development

Lauren.Fofanova@azblue.com

(928) 214-2303

Children's Behavioral Health Services Fund (CBHSF)

Sarah Hester, Med, Youth and Young Adult Projects Coordinator



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Children's Behavioral Health Services Fund (CBHSF)

Helping Schools to Navigate:

1. The school district posts the CBHSF policy to their website.

Policy found at: www.azahcccs.gov/AHCCCS/Initiatives/BehavioralHealthServices/#CurrentProjects

2. Any school staff can refer a student for Behavioral Health services to be covered by the Children's Behavioral Health Services Fund.

(Any: Teacher, counselor, paraprofessional, principal, cafeteria staff, ect.)

3. Parent/Guardian consent for referral.

Paper, Digital, or Verbal consent accepted.

Questions? Contact Sarah Hester at sarah.hester@azblue.com



Health Choice State Opioid Response

December 22, 2021

Rose Kent, MPH

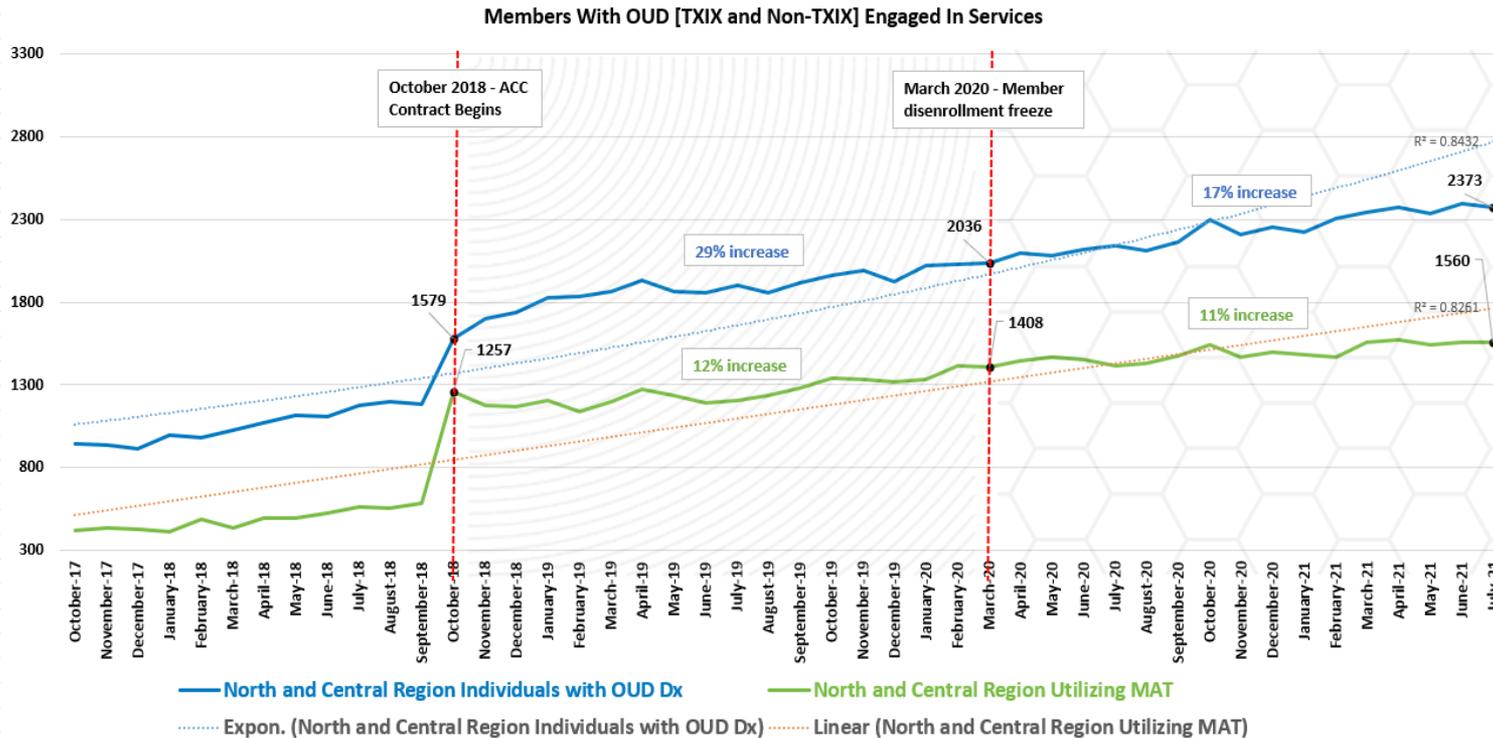
rose.kent@azblue.com



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Operational Metrics: Opioid Initiatives

MAT Utilization Increased to 65%



Health Choice has seen an increase in the number of members accessing services for OUD, including Medication Assisted Treatment (MAT).

65% of all members with a diagnosed OUD are engaged in MAT, a 44% increase since October 2017.

Operational Metrics: Opioid Initiatives

Mountain ECHO SUD Tele-mentoring Program



- Currently running our **fifth** series!
- **53 sessions** have been hosted each offering continuing education units (CEUs)
- Education has been provided to **250 professionals** from **66** agencies across Arizona.
- Participants report the most **growth in knowledge of evidence-based treatments**, ability to apply strengths-based approach, and ability to identify barriers to services.
- Participant feedback:

"I learned several resources available in AZ of which I was not aware. I also learned that this group of professionals is down to get into the nitty gritty, hard stuff like reconnecting Indigenous folks to their cultural roots & talking to patients about harm reduction in a more direct way. How refreshing!"

For more info and to register visit:

<https://www.healthchoiceaz.com/providers/mountain-echo/>

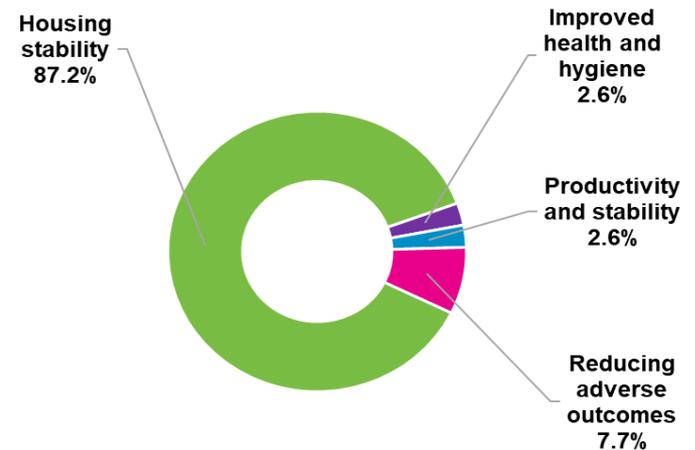
Season 5 Schedule	
October 5, 2021	MAT Overview
October 18, 2021	Social Determinants of SUD
November 1, 2021	Rules of Engagement
November 15, 2021	Harm Reduction for Polysubstance Use
December 6, 2021	Buprenorphine Induction
December 20, 2021	Burnout and Self- Care
February 7, 2021	Psychosis and Co-Occurring SUD
March 7, 2021	TBD
March 21, 2021	TBD
April 4, 2021	TBD
April 18, 2021	TBD
May 2, 2021	TBD

Operational Metrics: Opioid Initiatives

Opioid Patient Assistance Funding (OPAF)

- OPAF now covers stimulant use disorders!
- \$110,000 available through September 29, 2022. Applications may be submitted from contracted providers in Northern Arizona.
- As of September 2020, OPAF has received \$44,876 in applications and awarded \$37,009 in assistance.
- 85.7% of all patients requesting OPAF receive assistance because we work with applicants to resubmit and find ways to help.
- The majority of applications support housing stability.
- For more information contact Michael.VanNess@azblue.com

OPAF Application: Category of Assistance



Operational Metrics: Opioid Initiatives

State Opioid Response Outcomes

As of October 2021:

- SOR grantees have distributed **13,937** naloxone kits across the state.
- Jail re-entry programs have reported screening **16,855** inmates for SUDs and other BH conditions, resulting in **1,519** coordinated to services upon release.
- Housing:
 - Catholic Charities have housed **80** families (129 total individuals)
 - Oxford House has housed **146** individuals
 - Opioid Patient Assistant Funds (OPAF) have provided **32** individuals/families with housing assistance (including rental assistance, move-in costs, and eviction prevention)
- Opioid Care Management qualified **785** individuals for care management for high-risk substance use.
 - If you have an HCA member with Opioid or Stimulant Use Disorder they can be referred to Amanda.Erickson@azblue.com and Angimar.Rodriguez@azblue.com

Operational Metrics: Opioid Initiatives

Substance Abuse Coalition Leaders of Arizona (SACLAz)

SACLAz represents 23 coalitions statewide who have built toolkits and statewide public awareness materials for fentanyl and methamphetamine.

In September 2021, a Health Choice cobranded postcard was sent to 115,466 households in the both the north and central GSAs. An additional educational mailer is set to go out in Spring 2022.

<https://sac laz.org/> - full toolkits are available here

<https://talknowaz.com/>

<https://naloxoneaz.com/>

<https://thenewmeth.com/>



Every day, Arizona youth are buying and taking counterfeit pills laced with Fentanyl...

...and they're overdosing at an alarming rate.

Don't wait until it's too late. Here's what you can do to stop it:

- 1** Talk with your child about **NEVER** taking a pill that's not prescribed to them.
- 2** **MONITOR** your child's texts and social media.
- 3** Get the **FACTS** on Fentanyl at **TalkNowAz.com**.

Even if you don't think your child is taking pills, talking with them could be the reason they never do.



This publication was made possible by grant number H79T083320 from SAMHSA. The views, opinions, and content of this publication are those of the author and do not necessarily reflect the views, opinions, or policies of SAMHSA or IHS.

The Rise of Fentanyl

Saving Lives by Moving Communities from Understanding to Action

Substance Abuse Coalition Leaders of Arizona



Coalitions Activate in Response to Fentanyl Crisis

Substance use prevention coalitions from across Arizona are working together in a first-of-its-kind effort to save lives in Arizona. With the alarming rise of fentanyl and counterfeit pill deaths, coalition leaders created a toolkit to aid communities in preventing and reversing overdoses. The toolkit contains educational materials and resources that can be customized for each community the coalition serves.

The following substance use prevention coalitions contributed to this toolkit and are utilizing the materials and resources to prevent and reduce overdoses and build healthier communities across Arizona.

- Apache County Youth Council
- BeMedSmart
- Casa Grande Alliance
- Chandler Coalition Against Youth Substance Abuse
- Copper Basin Coalition
- Fountain Hills Substance Abuse Prevention Coalition
- Graham County Substance Abuse Coalition
- Help Enrich African American Lives
- HOPE Coconino
- LPKNC
- Marana Prevention Alliance
- MATFORCE
- Mayahuel Prevention Consortium
- Mesa Prevention Alliance
- Mohave Substance Abuse Treatment & Education Partnership
- Nexus Coalition for Drug Prevention
- PAACE Coalition
- Pima County Community Prevention Coalition
- South Mountain W.O.R.K.S. Coalition
- Tempe Coalition to Reduce Underage Drinking and Drug Use
- Safe Out LGBTQ+ Youth Coalition
- Santa Cruz County Drug Free Community Coalition
- Way Out West Coalition

In addition, the following organizations contributed to the contents of this toolkit. Arizona Health Care Cost Containment System, Health Choice, Arizona High Intensity Drug Trafficking Area, and Compass Evaluation and Research.

Select a section below to view available elements of the toolkit.



1. Fentanyl-Counterfeit Pill Education and Awareness

Save to Dropbox Download

Name	
	fentanyl alert_illicit pills_print.pdf
	fentanyl facts - back page resources-PRINT.pdf
	fentanyl facts for behavioral health-winter 2021-PRINT.pdf
	fentanyl facts for families-winter 2021-PRINT.pdf
	fentanyl facts for medical practitioners-winter 2021-PRINT.pdf
	fentanyl facts for older adults-winter 2021-PRINT.pdf
	fentanyl facts for schools-winter 2021-PRINT.pdf
	fentanyl facts for young adults-winter 2021-PRINT.pdf
	Spanish



Fentanyl Facts for Families

What is fentanyl and how does it work in the body?

Fentanyl is a powerful synthetic opioid, similar to morphine but 50 to 100 times more potent. In its prescription form it is prescribed for pain, but fentanyl is also made illegally and distributed as a street drug. Illegal fentanyl is sold as a powder or made into pills that look like real prescription opioids (pain relievers).

Fentanyl works by binding to the body's opioid receptors, which are found in areas of the brain that control pain and emotions. Its effects include euphoria, drowsiness, nausea, confusion, constipation, sedation, tolerance, addiction, respiratory depression and arrest, unconsciousness, coma, and death.



Why is fentanyl a problem in Arizona?

Fentanyl is the most common substance found in opioid overdose deaths in Arizona – teens as young as 14 years old have overdosed and died.

Illegal fentanyl is being mixed with other drugs, such as cocaine, heroin and methamphetamine. This is especially dangerous because people are often unaware that fentanyl has been added. The high potency of fentanyl greatly increases risk of overdose, especially if a person who uses drugs is unaware that a powder or pill contains it. Naloxone is a medicine that can be given to a person to reverse a fentanyl overdose. Multiple naloxone doses might be necessary because of fentanyl's potency.



What Can You Do?

Talk | It's never too early to have a conversation about alcohol and other drugs. The sooner you talk about the dangers of underage drinking and substance use, the greater chance you have of influencing your child's decisions about using them.

Get Specific About Fentanyl | When you talk to youth, don't leave out the details. Be specific about the drug fentanyl and the dangers of its use. Let youth know that it is being sold as counterfeit OxyContin®, Xanax®, and other prescription drugs. Knowing one of these pills could be deadly, a child may consider the consequences of trying one of these too risky. Visit TalkNowAZ.com to help get this conversation started.

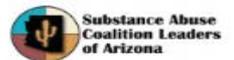
Monitor | Because substances, including counterfeit pills laced with fentanyl, are being bought and sold through texting and social media sites be sure to monitor where youth go online and ask about who they follow and what they are seeing and hearing online. Before allowing youth to go online and set up accounts consider having them sign a social media safety contract with you.

Find a social media contract at TalkNowAZ.com.

Take Action | Naloxone is medicine that can reverse an overdose. Naloxone can be purchased at pharmacies in Arizona without a prescription or free from a local substance use prevention coalition. It is easy to administer and can be lifesaving. To find naloxone near you visit NaloxoneAZ.com. Always call 911 if there is an overdose.

Treatment works and there is hope. Medication along with behavioral therapies have been shown to be effective in treating those with an addiction to fentanyl and other opioids.

If you're concerned about someone's opioid or fentanyl use call the **Arizona Opioid Assistance Referral line at 1-888-688-4222** for information about treatment and counseling options.



This publication was made possible by grant number H79T1083320 from SAMHSA. The views, opinions and content of this publication are those of the author and do not necessarily reflect the views, opinions, or policies of SAMHSA or HHS.





Thank you!

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AHCCCS Housing Program

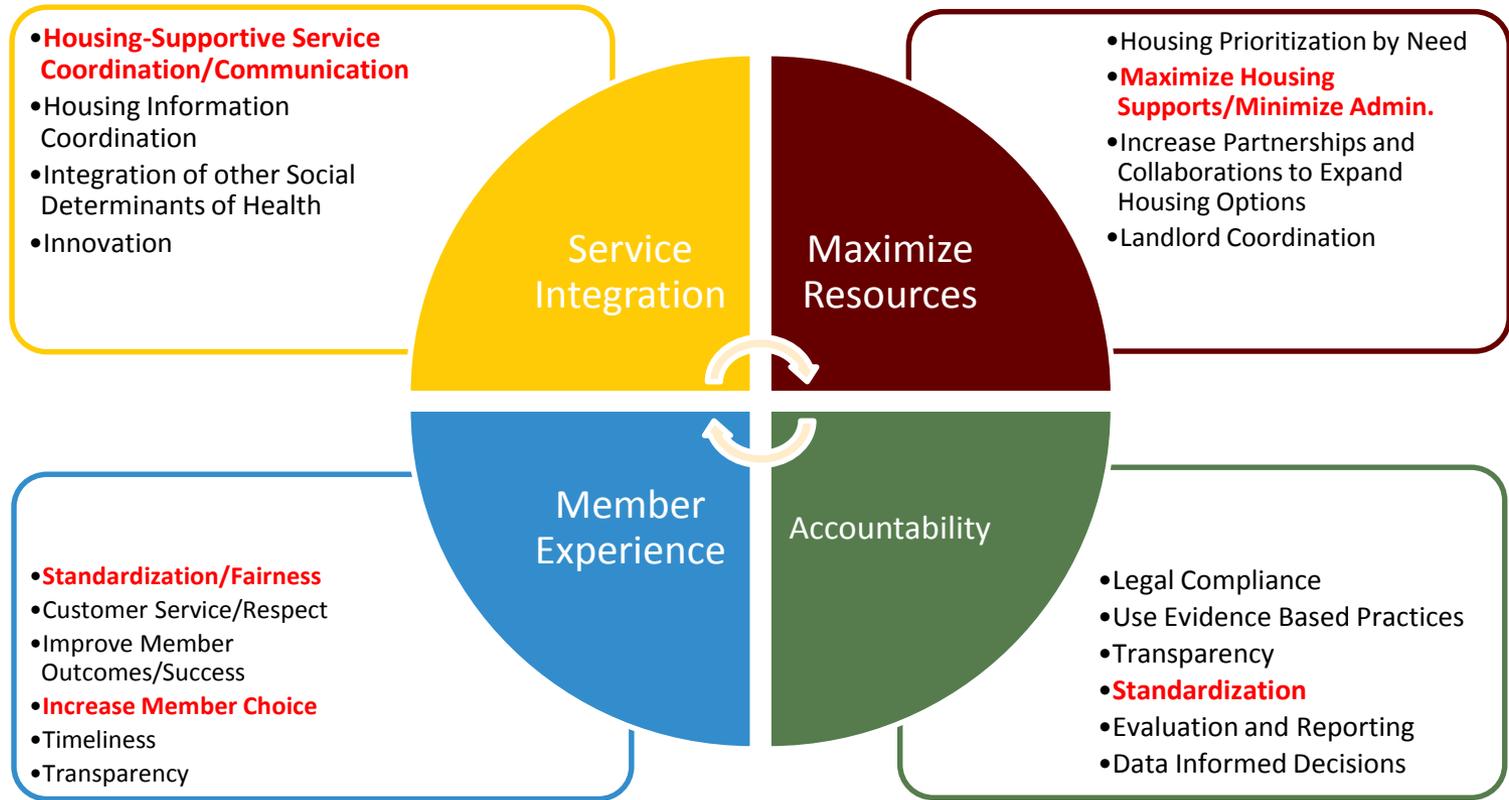
Statewide Housing Administrator Highlights

Eric Marcus, Director Social Determinants Programs

December 22, 2021



Housing Program Goals



HOUSING ADMINISTRATOR DUTIES

- Accepting Referrals
- Waitlist and Referral Management
- Matching/Vacancies
- Confirming Eligibility
- Tenant Briefings
- Issue and Manage Vouchers/Subsidies, Approve Search
- Tenancy Approvals
 - Deposits, Utility Calculations, HQS Inspections, Rent Determination, Rent Reasonableness, Lease Review, HAP Contracts
- Monthly Landlord/Rent Subsidy Payments
- Damage Claims
- Move In Supports
- Re-Certifications
- Legal Compliance
- Housing Reporting
- Eviction Prevention
- Support for Service Providers

NOT HOUSING ADMINISTRATOR DUTIES

- SMI Housing Trust Fund Awards (AHCCCS)
- TRBHA Funding Awards (AHCCCS)
- Member Referrals and Eligibility Determination (Providers/RBHAs)
- SMI Status, Homeless/Housing Need
- Ongoing Wrap Around Supportive Services including Medicaid Reimbursable Services (Providers)
- Program Reporting (ex: Fidelity Reviews)

New Statewide Housing Administrator Arizona Behavioral Health Corporation (ABC)

Arizona Behavioral Health Corporation

- HOM, Inc. – Housing Services Subcontractor
- 20+ Years Specific Experience in Housing Administration
- Experience with Target Population
 - Currently managing portion of Mercy Care’s AHCCCS Units (and HUD units)
 - HUD Continuum of Care Homeless Programs
- Established Housing Standard Practices
- Strong Use of Data & Technology

ABC-HOM STRATEGIC PARTNERSHIP MODEL

ABC has a 20-year relationship with HOM for the performance of rental assistance administration and related housing program operations in our housing programs. Our tested strategic partnership model leverages our two organizations' unique and complementary expertise and capabilities, providing a multiplier effect in successful administration and operation of housing programs for special needs households.



ARIZONA BEHAVIORAL HEALTH CORPORATION

SYSTEMS LEVEL ADMINISTRATION

- System Collaboration
- AHP Plan Development and Implementation
- AHCCCS & MCO Interface
- Referral and Wait List Management
- HMIS
- Hearings, Grievances and Appeals
- Eligibility Determinations
- Policy Development
- Training
- Data Analysis and Visualization
- Performance Management
- Evaluation
- Stakeholder Feedback Management
- Financial Management
- Messaging and Outreach
- Advocacy



HOM

DIRECT SERVICE

- Program Briefing
- Issue and Manage Vouchers
- Housing Search Assistance
- Landlord Engagement
- Tenant Rent Calculations
- Housing Assistance Payments to Landlords
- Member Start-up Boxes
- Initial/Interim/Annual Recertifications
- Initial/Annual/Special HQS Inspections
- Coordination with Case Managers and Supportive Services Providers
- Move-Out Inspections
- Damage and Vacancy Loss
- Programs Terminations
- Eviction Prevention

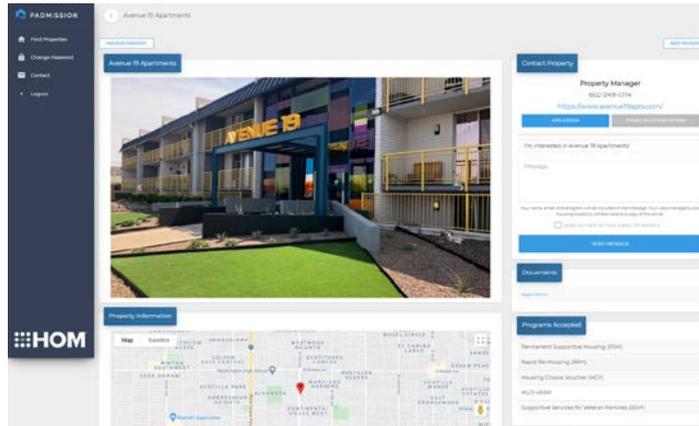
INNOVATION & TECHNOLOGY

ABC and HOM, together with their technology partner, **Housing Data Systems (HDS)**, have customized housing management software solutions for the operation of housing subsidy programs. HDS enhances programmatic accountability by ensuring that housing program operations are performed in accordance with the regulatory or other funder requirements and that financial utilization is managed with great precision and accuracy.

The screenshot shows a 'Payment Standards' window with a table of data and a form for program details.

Effective	0-Bdrm	1-Bdrm	2-Bdrm	3-Bdrm	4-Bdrm	5-Bdrm	6-Bdrm	7-Bdrm
01/01/2018	746	888	1104	1607	1950	0	0	0
01/01/2020	889	1006	1232	1750	2012	0	0	0

Below the table is a form for program details, including fields for 'Program', 'Effective Date', 'Assets', 'Income', and 'Medical/disability assistance allowance'.



Padmission is an innovative solution that facilitates member choice and connects members directly to current housing availability.

AHP Process

- October 1, 2021 Effective Start Date of Services
- Housing referrals and requests for MIAEP are now done online at:
 - ABC website: <https://azabc.org/ahp/> AHP Guide, Housing Application, Eviction Prevention & Move-In Assistance
- Housing referrals should be initiated by the health home
- A briefing follows acceptance of the application and provider is asked to attend to ensure continuity of support services



Questions



Provider Resources

Jadelyn Fields, Network Provider Service Manager and Educator



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AHCCCS AMPM, ACOM, Coding & Billing Updates

!STAY UP TO DATE!

Updates to the [AHCCCS Medical Policy Manual \(AMPM\)](#) , [AHCCCS Contractor Operations Manual \(ACOM\)](#), and [Medical Coding Resources](#) are available on the [AHCCCS website](#).

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

Please also visit the [AHCCCS Encounters Resource](#) page for additional resource and guidance regarding coding and plan coverage updates.

Change to Health Choice Member ID Numbers

Health Choice Arizona and Health Choice Pathway member ID numbers are changing effective January 1, 2022.

All members will receive a new ID card by December 20, 2021.

The change to our member ID format is an addition of a prefix.

We've added this prefix for claims processing, and are requesting that you update your systems with this new ID format.

Here's what the new ID format looks like for each line of business:

Health Plan	ID #
Health Choice Arizona	HCIA12345678
Health Choice Pathway	MZHHC12345678
Health Choice Pathway (Dual Members)	Medicare ID #: MZHHC12345678 AHCCCS ID #: HCIA12345678

All contracted providers who practice in contiguous counties (i.e. directly border the state of Arizona, but are in a neighboring state) may submit claims to Health Choice Arizona/Health Choice Pathway via the traditional manner. Please send your claims directly to HCA as you have done in the past.

Only those providers (contracted or non-contracted) in non-contiguous counties will be subject to the new claim submission protocols and must send HCA/HCP member claims to their local BCBS plan as indicated on the reverse side of the member ID card.

Proprietary and Confidential



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Change to Health Choice Member ID Numbers

Health Choice Arizona – Member ID Card Example



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Arizona Health Care Cost Containment System

Member:
John Q Sample
ID #: **HCIA12345678**

RxBIN: **123456**
RxPCN: **Part D**
Group: **RX3898**

Health Plan Name:
Health Choice Arizona

Member Services:
1-800-322-8670

**ARIZONA HEALTH CARE
COST CONTAINMENT
SYSTEM**



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HealthChoiceAZ.com
Member Services:
1-800-322-8670
24/7 Nurse Advice Line:
1-855-458-0622
Pharmacists Call:
1-800-364-6331

Arizona providers
send medical claims to:
Health Choice Arizona
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

Benefits are limited to emergent care
outside of Arizona.

Change to Health Choice Member ID Numbers

Health Choice Pathway – Member ID Card Example



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Member: John Q Sample	RxBIN: 004336
ID #: MZHHC1234567	RxPCN: MEDDADV
	RxGRP: RX8748
Health Plan Name: Health Choice Pathway (HMO D-SNP)	Health Plan (80840) Plan ID: H5587-002

MedicareRx **MEDICARE ADVANTAGE | HMO**
Prescription Drug Coverage



Health
Choice

Arizona providers
send medical claims to:
Health Choice Pathway
(HMO D-SNP)
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

HealthChoicePathway.com
Member Services:
1-800-656-8991, TTY 711
Hours of Operation:
8 a.m. to 8 p.m., 7 days a week
Pharmacy Prior Auth and
Appeals Fax: **1-877-424-5690**
24/7 Nurse Advice Line:
1-855-458-0622
Pharmacy Help Desk:
1-866-693-4620

Benefits are limited to emergent care
outside of Arizona.

Change to Health Choice Member ID Numbers

Health Choice Dual – Member ID Card Example



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Health
Choice



Member: John Q Sample	RxBIN: 004336
HCP ID #: MZHHC1234567	RxPCN: MEDDADV
AHCCCS ID #: HCIA12345678	RxGRP: RX8748
	Health Plan (80840)
	Plan ID: H5587-002

Health Plan Name:	Health Plan Phone #:
Health Choice Pathway (HMO D-SNP)	1-800-656-8991
Health Choice Arizona	

MedicareRx Prescription Drug Coverage | **MEDICARE ADVANTAGE | HMO**



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HealthChoicePathway.com

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Plan in whose service area the
member received services.

Benefits are limited to emergent care
outside of Arizona.

Reporting Change in Capacity

!REMINDER!

Arizona Revised Statute §36-109 requires that each quarter, each hospital, health care facility and outpatient substance abuse treatment providers that provide substance abuse treatment submit to the Department the following information.

- Name and address of the hospital or health care facility,
- The type of hospital or health care facility
- The number of available substance abuse treatment beds
- The number of days in the quarter that the hospital or health care facility was at capacity and not able to accept referrals for substance abuse treatment

The information you submit is important to assessing Arizona's progress in meeting the treatment needs of people throughout the state. The information is analyzed and compiled into a quarterly report that is provided to the Governor, the Presidents of the Arizona House and Senate, and the Arizona Secretary of State's Office. The quarterly reports are also posted on the ADHS opioid website at <https://azhealth.gov/opioid> under the reporting tab.

If you have any questions or comments, please e-mail azopioid@azdhs.gov

Claim Submissions

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

All providers are recommended to submit claims/encounters electronically. Electronic billing ensures faster processing and payment of claims, eliminates the cost of sending paper claims, allows tracking of each claim/encounter sent, and minimizes clerical data entry errors.

Health Choice Arizona (AHCCCS)

Health Choice Arizona Payer ID# 62179

P.O. BOX 52033, PHOENIX, AZ 85072-2033

Health Choice Pathway (Medicare Advantage)

Health Choice Pathway Payer ID# 62180

P.O. BOX 52033, PHOENIX, AZ 85072-2033

Claim Submission Reminders

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

No Staple Required

Please do not staple documents or claims. If there is a document being submitted with the claim, the document should lay directly behind the claim and each page of documentation should indicate the claim number.

Prior Authorization Number

Submit claims with the full and complete Prior Authorization number reported, including leading zeros.

Sending Documentation to a specific department?

Help us stay efficient in getting your mail to the correct department, please indicate which Department your mail should be directed to:

Health Choice Arizona OR Health Choice Pathway,

Attention: SPECIFIC DEPARTMENT,

410 N. 44th Street, Suite #900

PHOENIX, AZ 85008

PROVIDER PORTAL

Are you registered for the Provider Portal?

Sign-up today!

Get access to secure member eligibility, claim status/reconsideration, submit medical and pharmacy prior authorization requests and much more.

!!!COMING SOON!!!

Provider Announcements (MOC, Portal Maintenance)

Alerts (Admission/Discharge)

Online AzAHP

Our portal is available under the 'Providers' tab of each of our plan websites:

www.healthchoiceaz.com

www.healthchoicepathway.com

Easy to follow portal training video(s) on our websites

'Providers' tab -> 'Provider Education'

Secure Provider Portal View



Welcome to Health Choice Provider Portal

Member Eligibility

Use the form below to look up the eligibility status for one of our members.

First Name

Last Name

Date Of Birth

OR

Member Id

SEARCH

Claims

Use one of our convenient tools to learn more about our services.

- [Claims Lookup](#)
- [Dental Claims History](#)
- [Vision Claims History](#)

Authorizations

Need information regarding authorizations? Choose one of the following options below.

- [View Your Medical Prior Authorization Status](#)
- [Health Choice - Pharmacy Prior Authorization Request](#)
- [Health Choice Arizona - Prior Authorization Grid](#)
- [Health Choice Pathway - Prior Authorization Grid \(Arizona\)](#)

Provider Tools

Use one of our convenient tools to manage your account or look up answers in our document library.

- [Provider Member Roster](#)
- [Provider Resources](#)
- [Internet Explorer Compatibility View Instructions](#)
- [Health Choice Integrated Care Provider Portal](#)
- [Provider Demographic Request](#)

Online Provider Resources

Secure Provider Portal View



[HOME](#) [ELIGIBILITY](#) [CLAIMS](#) [MEMBER ROSTER](#) [PRIOR AUTHORIZATIONS](#) [DOCUMENTS](#) [LOG OFF](#)

Provider Resources

Please note that user Account passwords should NOT be shared between employees. Sharing passwords is prohibited. HCA encourages the Master Account holders to set up individual user accounts in order for individual employees to use. If you have any questions, please contact the Provider Portal Coordinator at 480-760-4651 or 1-800-332-8670.

Provider Notices/Fax

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)
- [Health Choice Utah](#)

Provider Manuals

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)

Provider Forms

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)
- [Health Choice Utah](#)

HCA Dental Matrix

- [Health Choice Arizona Dental Benefits Matrix](#)

Provider Newsletters

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)

Our Public Website Online Provider Resources

English Español

CRISIS HELP | 24/7 Nurse Advice Line: 1.855.458.0622 | Call Us: 1.800.322.8670 (TTY:711)

FIND A DOCTOR/PHARMACY ▾

MEMBER PORTAL



ABOUT ▾ MEMBERS ▾ PROVIDERS ▾ HEALTH & WELLNESS ▾ COMMUNITY ▾ FAQs CONTACT ► MEDICARE SEARCH 🔍



Roll Up Your Sleeve For The Flu Season!

Prepare for flu season this year by getting a flu shot at no cost to you! With COVID-19, getting a flu shot is more important than ever. **Protect yourself from the flu and earn a \$10 gift card!**

Learn More

- Provider Overview
- ➔ Provider Portal
- ➔ Provider Notices
- ➔ Provider Education
 - Cultural Competency
- ➔ Provider Manual
- ➔ PA Guidelines
- ➔ Prescription Drugs
 - Forms
- ➔ Behavioral Health Resources
- ➔ Clinical Guidelines
 - Centers of Excellence & Star Ratings
- ➔ Quality & Performance Measures
 - Claims
 - Fraud, Waste & Abuse
 - National Provider Identifier
- ➔ Medical Management
 - Health Literacy
- ➔ Dental
 - Mountain ECHO
 - Tribal Program
 - Health Information Exchange

MASK UP ARIZONA

My Mask Protects You,
And Your Mask Protects Me

WATCH THE VIDEO

IMMUNIZATIONS SAVE LIVES

WATCH THE VIDEO ►

- 🔍 Find A Provider
- 🔍 Find A Pharmacy
- 📄 Formulary (List of Covered Drugs)
- 📄 Member Newsletters
- 📄 Health Tips

AHCCCS Electronic Visit Verification (EVV)

To support your EVV onboarding efforts, AHCCCS has compiled several updates and reminders. We appreciate your willingness to work with AHCCCS over the past many months to prepare and initiate implementation of EVV.

Claims and Policy Grace Period – Continued

At this time, AHCCCS is seeking further guidance from the Centers for Medicare and Medicaid Services (CMS) that will inform a decision on the new date the hard claim edits will begin.

Stay Informed

Please sign up for the AHCCCS Constant Contact email list to receive any and all EVV notices like this one from AHCCCS under the “Stay Informed” tab on the AHCCCS website www.azahcccs.gov/EVV

AHCCCS Electronic Visit Verification (EVV)

This extension does not mean that providers can wait to start EVV

Compliance with EVV was required beginning January 1, 2021. Providers should use this period to develop operational procedures, train administrative personnel, onboard members, and caregivers and self-monitor agency compliance in order to avoid billing challenges when the hard claim edit period begins.

Once the hard claim edits begin, providers will not get paid unless all the required EVV visit data is present.

In partnership with Sandata, AHCCCS will be periodically posting “quick tips” to help providers using the Sandata system. The first in the installment is a “quick tip” to help providers understand and resolve clients showing up in a pending status. Quick tips are now available on the AHCCCS website under the Sandata EVV System Resources and Technical Assistance tab.

For more questions about billing, please reference the Billing FAQ on the EVV webpage (www.azahcccs.gov/EVV).

Q & A



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