

# PROVIDER NEWSLETTER

June 2018

Health  
CHOICE

## WHAT'S NEW!

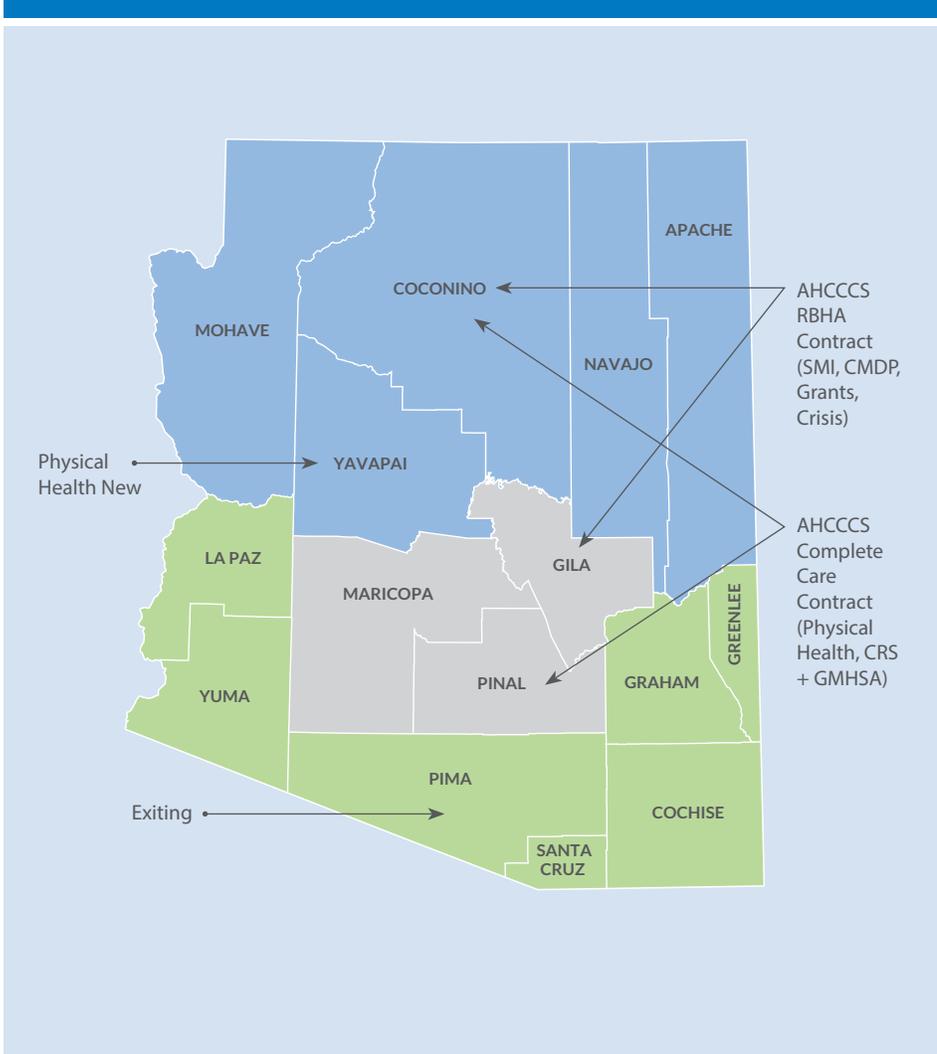
### AHCCCS Complete Care Coming October 1, 2018

Steward Health Choice Arizona is our AHCCCS Complete Care health plan that formed by integrating Health Choice Arizona and Health Choice Integrated Care. Our goal is to help keep you informed as we continue to work with AHCCCS on a seamless transition with our provider partners and members. We've put together some information to help you stay informed.

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## Steward Health Choice Arizona GSAs effective October 1, 2018:



## WHO IS AFFECTED BY ACC?

### Members:

- Most adults and children covered through the AHCCCS program
- Enrolled in Children's Rehabilitative Services (CRS)

### ACC does not affect members who are:

- A part of the ALTCS program (EPD and DES/DD);
- Adults with Serious Mental Illness (SMI) and
- Most CMDP

### Behavioral Health Integration:

- ACC plans will be responsible for all physical and behavioral health services for their enrolled members.
- RBHAs will continue to have responsibility for:
  - Crisis services
  - Behavioral health for children enrolled in the Children's Medical and Dental Plan (CMDP)
  - Physical and behavioral health services for individuals living with serious mental illness (SMI)

### Children's Rehabilitative Services Integration:

- Children enrolled in the CRS program will be enrolled in an ACC for all services

## HOW DO YOU STAY INFORMED ABOUT ACC?

Steward Health Choice Arizona has created a listserv to communicate updates on recent developments, timelines, and frequently asked questions (FAQ's) related to the transition process. We encourage anyone who is interested in this transition to sign up to receive communication updates.

To subscribe go to the website <http://www.healthchoiceaz.com/news-center/acc-transition-updates/> and follow the instructions under "Stay Informed".

Thank you for being a valued provider and all that you do for our members!

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## WHAT IS ACC?

Furthering integrated health care into a single health plan that will:

- Include physical and behavioral healthcare service providers (including CRS);
- Manage the provider network for all health care services; and
- Provide comprehensive managed care for the whole person.

## WHERE IS ACC?

ACC plans will be available in 3 Geographical Service Areas (GSA): North, Central and South Arizona:

**North** = Apache, Coconino, Mohave, Navajo and Yavapai Counties.

**Central** = Maricopa, Gila and Pinal Counties.

**South** = Cochise, Graham, Greenlee,

La Paz, Pima, Santa Cruz, and Yuma Counties.

*Note: Zip codes 85542, 85192, 85550 (mostly in the San Carlos Tribal area) are included in the South GSA.*

Steward Health Choice Arizona was awarded the ACC contract for the North and Central GSAs. Health Choice Arizona serving as a current AHCCCS acute care contractor and Health Choice Integrated Care serving as a current AHCCCS behavioral health care contractor will merge plan operations under the new name, Steward Health Choice Arizona as of October 1, 2018.

The new contract effective October 1, 2018 has a term of up to seven years, including a three-year initial term and two, two-year AHCCCS renewal options.



## DID YOU KNOW?

### Primary Care Practices will be able to bill for Behavioral Health services and medications under the new ACC contract

Currently, Primary Care Practices may choose to medically manage members with anxiety, depression, ADHD and opioid use disorder, including prescriptions and needed laboratory and diagnostic tests. Health Choice has a robust list of covered medications, which includes all the AHCCCS preferred medications to treat each disorder.

Effective October 1st, Steward Health Choice will also cover professional behavioral health services for members in the primary care office. Please talk to your Health Choice provider network representative for further information.

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### Primary Care Providers request to provide MAT Services

Health Choice Arizona, following the guidance of AHCCCS, is implementing a

Primary Care Provider (PCP) network of clinicians credentialed to provide Health Choice members with medication-assisted treatment (MAT) for opioid use disorder (OUD).

PCPs who are treating members with MAT for OUD must still meet all regulatory requirements for MAT administration. MAT services are defined as both medication management with FDA approved OUD medications and psychological and behavioral therapies. PCPs can provide MAT services alone or in conjunction with other therapies, if there are Health Choice contracted behavioral health providers available at the PCP office. If the PCP is providing medication management services only, the PCP must refer the member to a behavioral health provider for the psychological and behavioral therapy component.

Medications available for PCPs credentialed with Health Choice to provide MAT Services include:

- 'Preferred Drugs': NALOXONE injection, NALTREXONE oral, NARCAN Nasal, SUBOXONE sublingual, VIVITROL IM

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## PROVIDER ONLINE RESOURCES

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Visit us online for provider specific resources!

- Provider Manual(s)
- Prior Authorization
- Provider Notices

**HCA:** <http://www.healthchoiceaz.com/providers/overview/>

**HCG:** <http://www.hcgenerations.com/providers/provider-information>

**HCIC:** <http://www.healthchoiceintegratedcare.com/providers/provider-resources/>

**Provider Portal** - Get direct access to member eligibility, claims status, PA status and more! <https://www.healthchoicearizona.com/ProviderPortal/login/>

**News Center/ACC Transition:**

<http://www.healthchoiceaz.com/news-center/acc-transition-updates/>

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- Drugs with Prior Authorization require use of "Preferred Drugs" first and include: BUNAVAIL Buccal, BUPRENORPHINE sublingual, BUPRENORPHINE-NALOXONE sublingual, PROBUPHINE implant, ZUBSOLV sublingual
- NARCAN Nasal is covered without a prescription for all AHCCCS members

To become a Health Choice MAT PCP, please contact the Health Choice Credentialing Department at HCH. [credenatiling@steward.org](mailto:credenatiling@steward.org) or call 480-968-6866 X 5262 to speak to our credentialing representative.

Please include in your email to our Credentialing Department a copy of your XDEA registration.

In Northern Arizona, Health Choice also has additional state and federal funds for MAT for your patients who are not on AHCCCS, are uninsured or under-insured and have opioid use disorder. For more information please contact Health Choice Member Services or Rose Planteen, Opioid STR Manager, at 928-774-7128 for more information. In Maricopa County,

contact Mercy Care Member Services at 1-800-564-5465.

## Vaccines for Children - Provider Enrollment will close June 30, 2018

As a reminder, Provider enrollment in the VFC program closes June 30, 2018

The Arizona Immunization Program Office (administered by the Arizona Department of Health Services – ADHS) requires a certificate of course completion to be submitted for VFC Provider Enrollment.

At a minimum, the primary and back-up vaccine coordinators are to complete (1) of the offered ADHS trainings:

- AIPO Train Arizona Vaccines for Children Training
- CDC "You Call the Shots" Webinar
  - "You Call the Shots" Webinar Instructions

For additional details please visit ADHS online at: <https://azdhs.gov/index.php> and search for "Immunizations".

## WE'RE HERE TO HELP!

### We Want Hear From You - Complete your Provider Survey!

Over the last few months, Health Choice has revamped our efforts to improve our claims processing timeliness and accuracy, implemented changes to our provider portal, and communicate and collaborate with our providers more effectively.

In order to measure the results of our efforts, we published a satisfaction survey via Survey Monkey.

We want to hear from you. Please complete the survey, so that we are able to make further improvements for you and our members.

This survey is a follow-up to the results we received from the AHCCCS distributed Provider Satisfaction Survey in December of 2017.

Please let us know how we doing using the following link: <https://www.surveymonkey.com/r/GMDVSTD>

## HAS ANY OF YOUR INFORMATION CHANGED?

We like to keep our records up to date.

\*Please contact your Network Provider Representative if you have changes to your roster, address, and fax or phone number.\*

