



# AHCCCS Complete Care

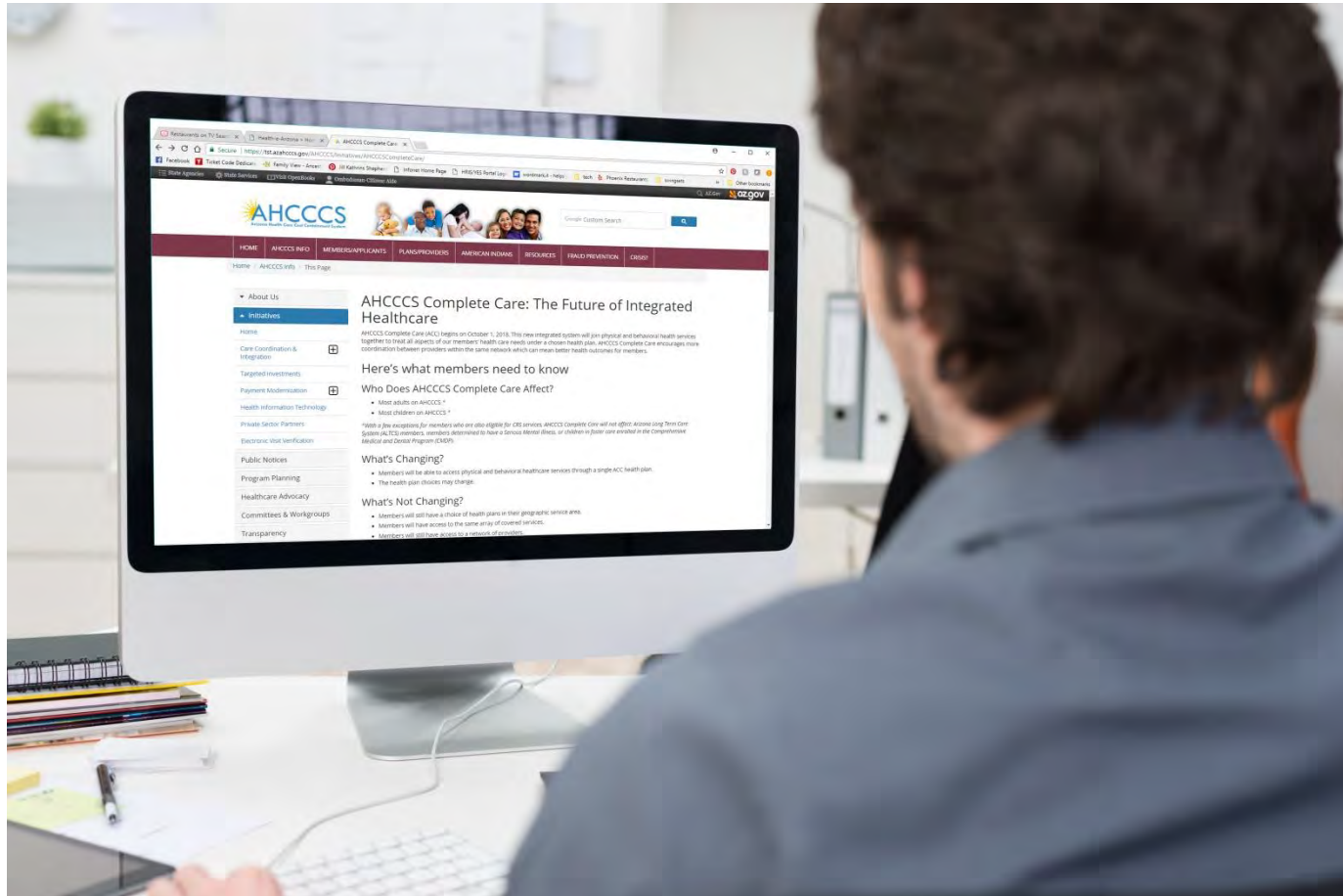
Coming October 1, 2018

# Today's Presentation

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- AHCCCS Complete Care – What, Who and When
- CRS Changes
- New ACC Health Plans – Who and Where?
- Next Steps – What and When?
- Changes to other populations and programs

This presentation and more is available at:  
[www.azahcccs.gov/ACC](http://www.azahcccs.gov/ACC)





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- AHCCCS Complete Care
- Care Coordination & Integration +
- Targeted Investments
- Payment Modernization +
- Health Information Technology
- Private Sector Partners
- Electronic Visit Verification
- Public Notices
- Program Planning
- Healthcare Advocacy
- Committees & Workgroups
- Transparency

## Frequently Asked Questions

- Q: Will covered services change?
- Q: Will CRS members have to change health plans?
- Q: What are the geographic service areas (GSA) to be served by ACC Plans?
- Q: What are the available ACC Plans in each geographic service area (GSA)?
- Q: Will my foster child's coverage with Comprehensive Medical Dental Program (CMDP) change?
- Q: If my child is enrolled in AIHP, how will she/he receive CRS services?
- Q: What will happen to members with CRS qualifying conditions that are being served through DES/DDD?
- Q: How will CRS members who are determined to have a serious mental illness (SMI) and who are not enrolled with DES/DDD receive services?
- Q: Will I be assigned to an ACC health plan or will I have choice of ACC Plan?
- Q: How will CRS conditions be determined and will members still have a CRS designation?
- Q: How will the plan ensure that members with CRS Special Health Care Needs get the comprehensive care they need?
- Q: Can members and families continue to access Multi-Specialty Interdisciplinary Clinics (MSICs)?
- Q: Can my child continue to receive services from current providers?
- Q: Will anything change at age 21 for a member with a CRS designation?
- Q: Will there be any changes to how other insurance coverage is handled?

Q: Will covered services change?

A: Members will still have access to the same array of covered services with ACC Plans (and other plans as noted) as they do under a single statewide health plan.

Q: Will CRS members have to change health plans?

A: Currently most members with CRS conditions are enrolled with a single statewide health plan for all or a portion of their services. Effective October 1, 2018, CRS members receiving fully integrated services from the current AHCCCS Statewide CRS health plan (UnitedHealth Care Community Plan) will be enrolled with and have choice of AHCCCS Complete Care (ACC) plans for all services including CRS, other non-CRS physical health services, and all covered behavioral health services. The ACC plan will be responsible for providing all medically necessary covered services for persons with CRS qualifying conditions.



when?

who?

what?

where?

# AHCCCS Complete Care (ACC)

What, Who and When?



# AHCCCS Complete Care Health Plans (ACC Plan)

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Furthering Integrated Healthcare in a single Health Plan that will:

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

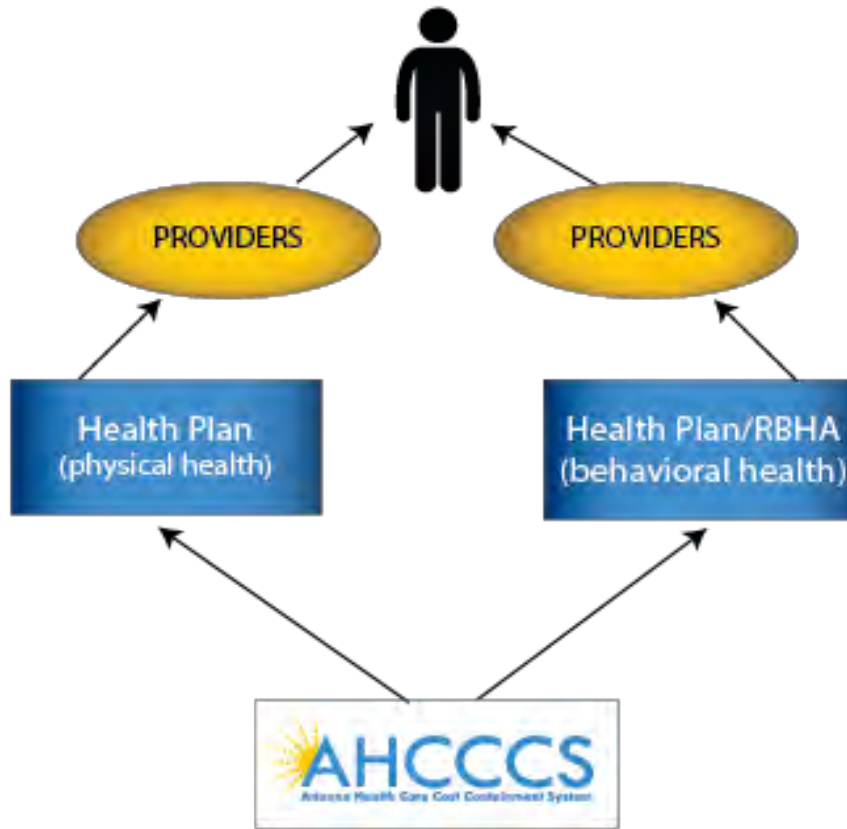
# The Benefits of Integration

# 1

- One Plan
- One Payer
- One Provider Network
- Easier to Navigate
- Streamline care coordination to get better outcomes
- **Improve a person's whole health**

# Vision - Integration at all 3 Levels

CURRENT DELIVERY SYSTEM



AHCCCS COMPLETE CARE (ACC) DELIVERY SYSTEM





# Who Is Affected and When?

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- Affects most adults and children on AHCCCS
- Members enrolled in Children's Rehabilitative Services (CRS)

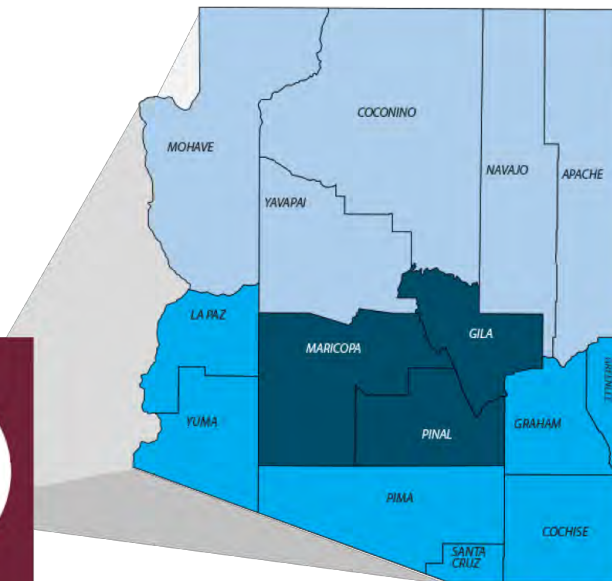
## **It does not affect:**

- Members on ALTCS (EPD and DES/DD);
- Adult members with a serious mental illness (SMI); and
- Most CMDP

**MOST AHCCCS  
MEMBERS<sup>+#\*</sup>**

**P B C**

AHCCCS Complete Care



KEY

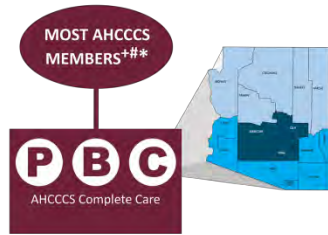
- P** PHYSICAL SERVICES
- B** BEHAVIORAL SERVICES
- C** CHILDREN'S REHABILITATIVE SERVICES (if applicable)
- L** LONG TERM CARE SERVICES
- UHC UnitedHealthcare
- + Including CRS members
- # Excluding SMI & CMDP
- \* Excluding ALTCS

Population Group

Plan

Future Integration

# 2018-2019 AHCCCS COMPLETE CARE (ACC) INTEGRATION



This represents a change only for SMI/CRS members.

**KEY**

- P** PHYSICAL SERVICES
- B** BEHAVIORAL SERVICES
- C** CHILDREN'S REHABILITATIVE SERVICES (if applicable)
- L** LONG TERM CARE SERVICES

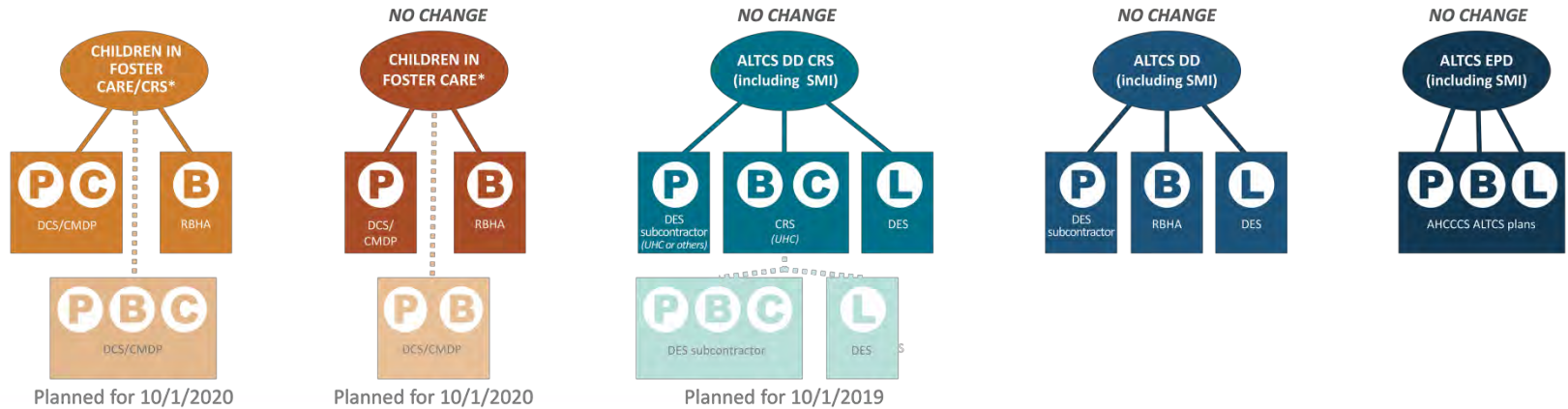
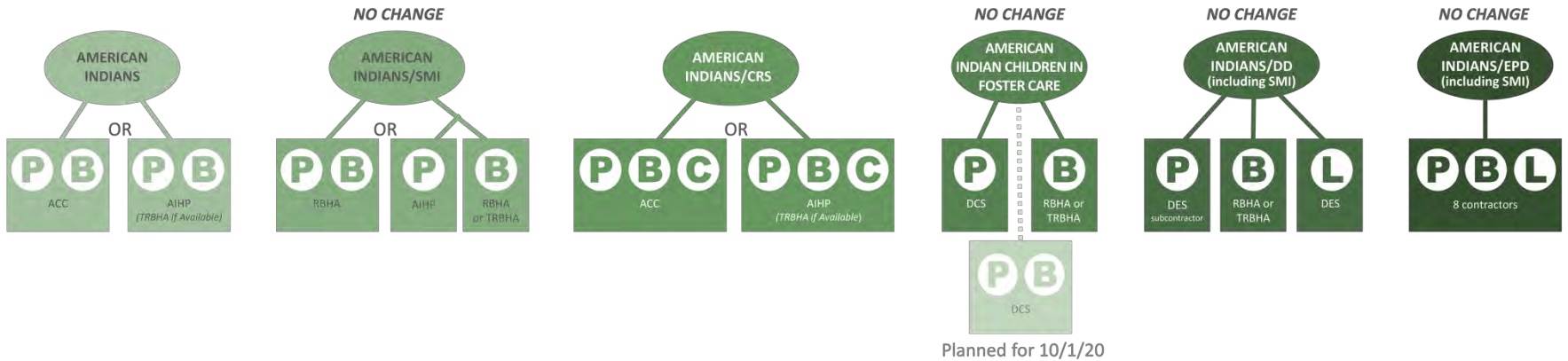
UHC UnitedHealthcare

- + Including CRS members
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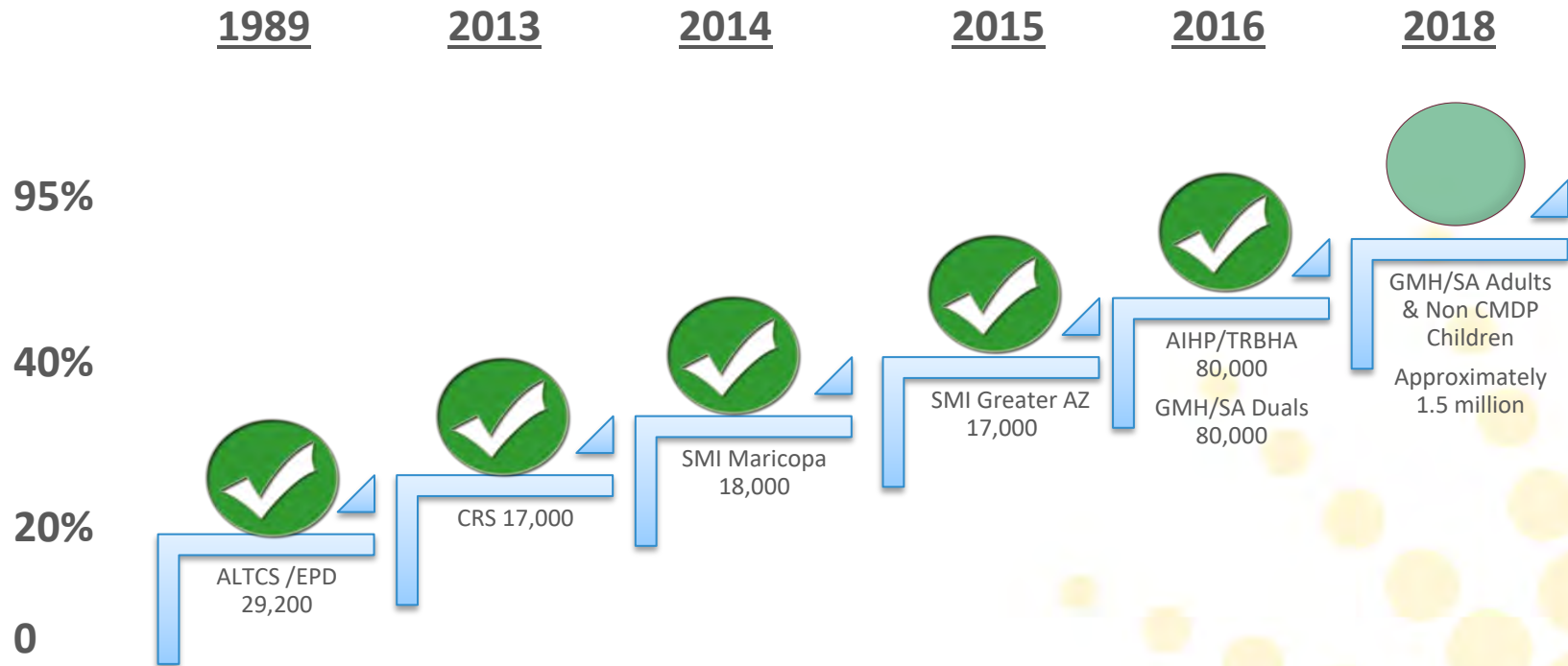
Population Group

Plan

Future Integration



# Integration Progress To Date



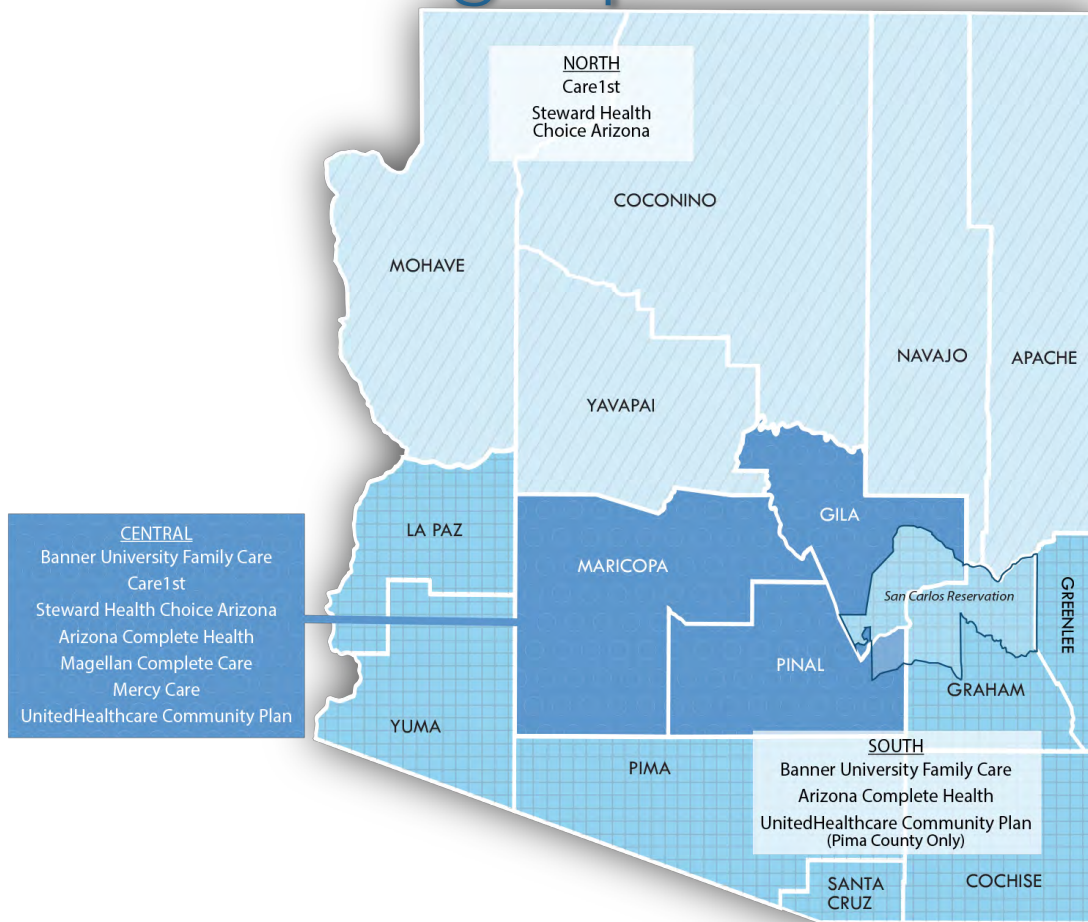
# AHCCCS Complete Care Health Plans (ACC Plans)

Who and Where?





# ACC Plan Geographic Service Areas



Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

# AHCCCS Complete Care (ACC) Plans

as of Oct. 1, 2018

Central GSA	South GSA	North GSA
<b>Banner University Family Care</b>	<b>Banner University Family Care</b>	
<b>Care1st</b>		<b>Care1st</b>
<b>Steward Health Choice Arizona</b>		<b>Steward Health Choice Arizona</b>
<b>Arizona Complete Health</b>	<b>Arizona Complete Health</b>	
<b>Magellan Complete Care</b>		
<b>Mercy Care</b>		
<b>UnitedHealthcare Community Plan</b>	<b>UnitedHealthcare Community Plan</b> (Pima County Only)	

GSA

# Awarded AHCCCS Complete Care (ACC) Plans

	Banner University Family Care	Care1st	Steward Health Choice Arizona	Arizona Complete Health	Magellan Complete Care	Mercy Care	UnitedHealth care Community Plan
Central	A**	A***	A	A***	A/N	A***	A***
South	A	E	E	A/N		E	A*
North	E	A/N	A				E

**A = Awarded    N = New    E = Exiting**

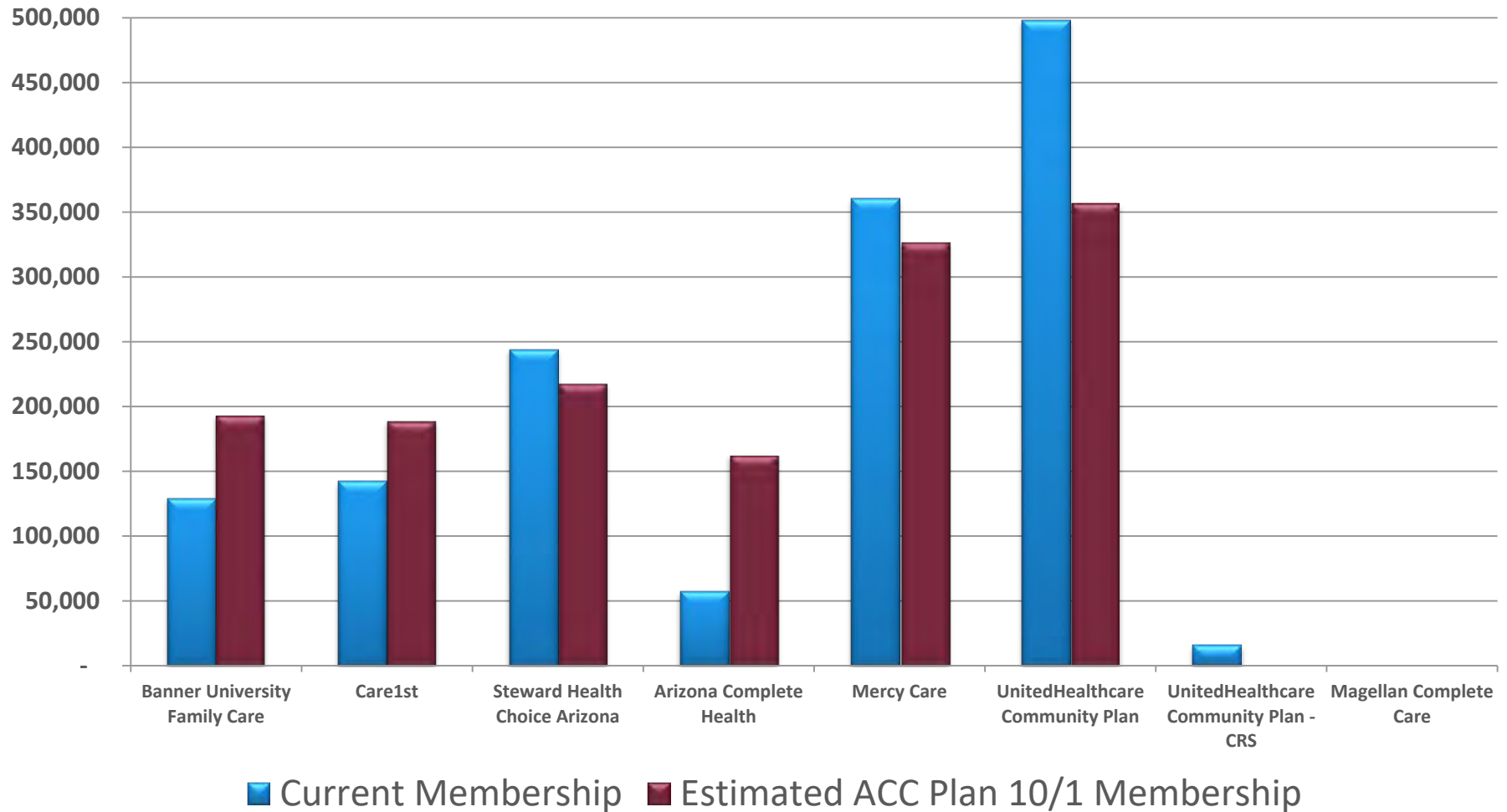
\*Pima county award only  
 \*\*New in Maricopa county only  
 \*\*\*Only new Pinal/Gila counties

# Projected Membership Transition

GSA	Estimated Members
Central	10,400
South	199,575
North	83,445
Total	293,420

Based on February 2018 enrollment.  
Pima county projection – 105,200

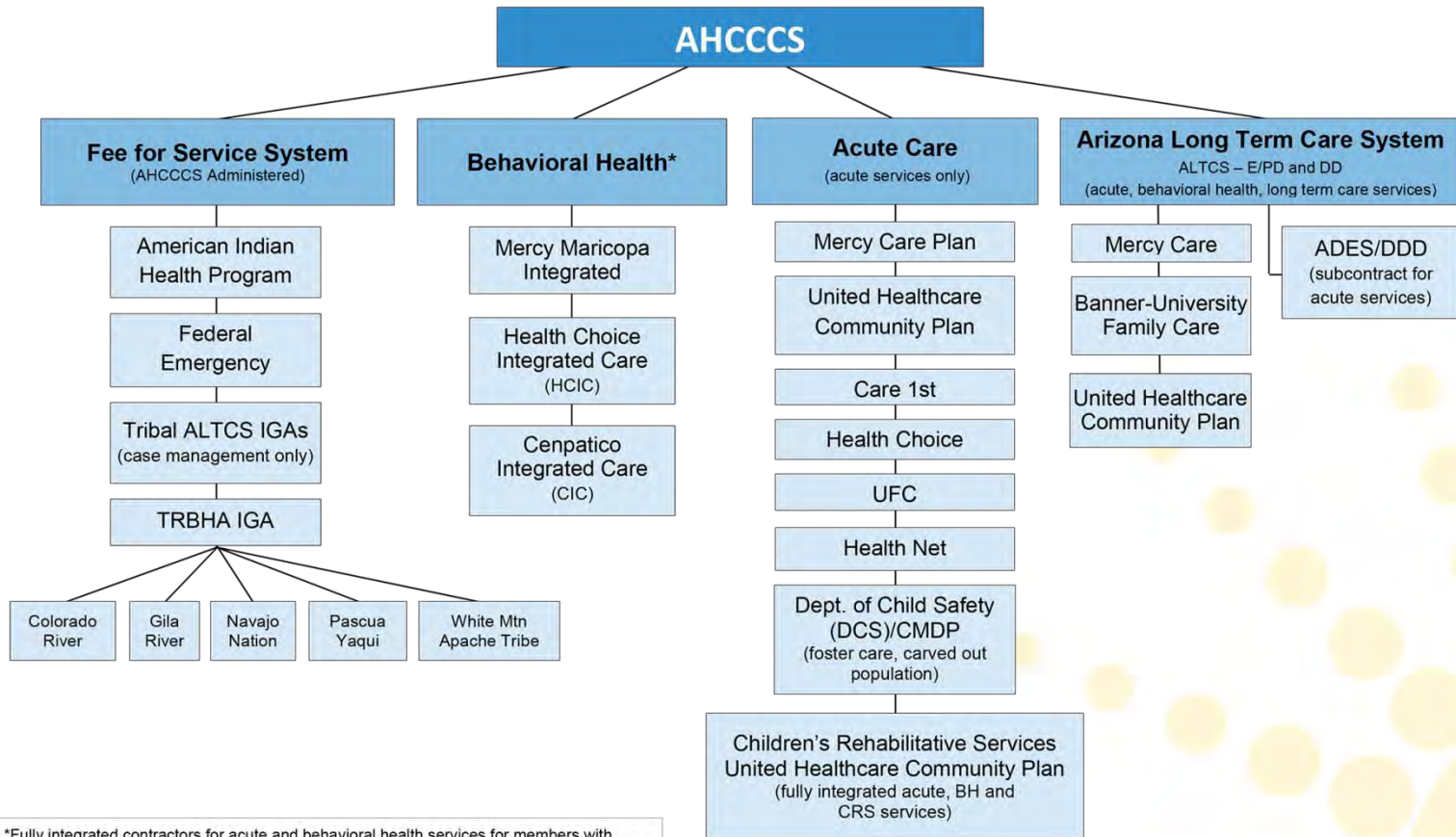
# Projected Membership 10/1/18



*October 1st enrollment does not include impact of membership that will choose a different plan than assigned.*

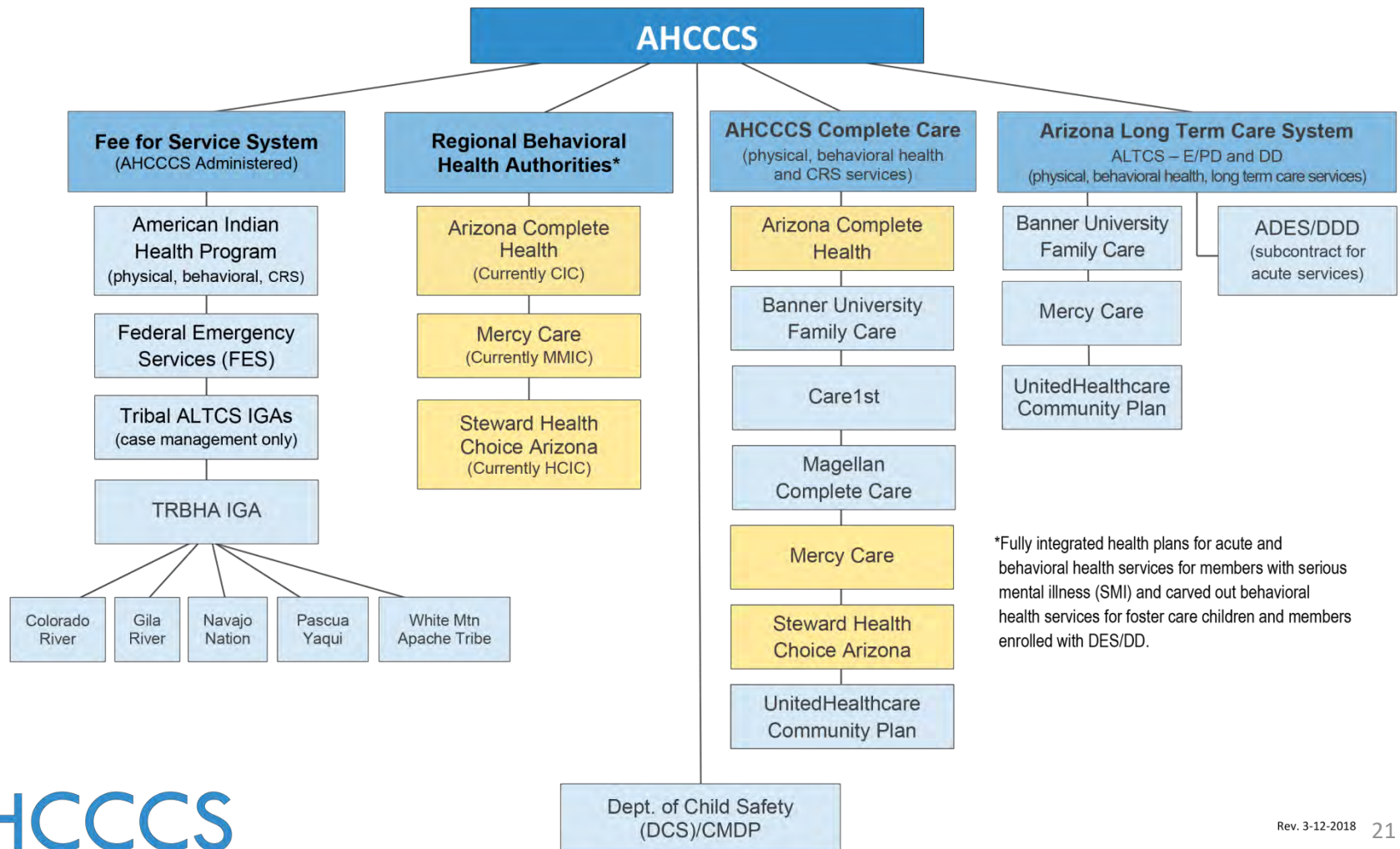


# Current Care Delivery System Pre 10/1



\*Fully integrated contractors for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for Acute Care/DD adults with general mental health and substance abuse needs (GMH/SA) and children.

# Care Delivery System as of Oct. 1, 2018



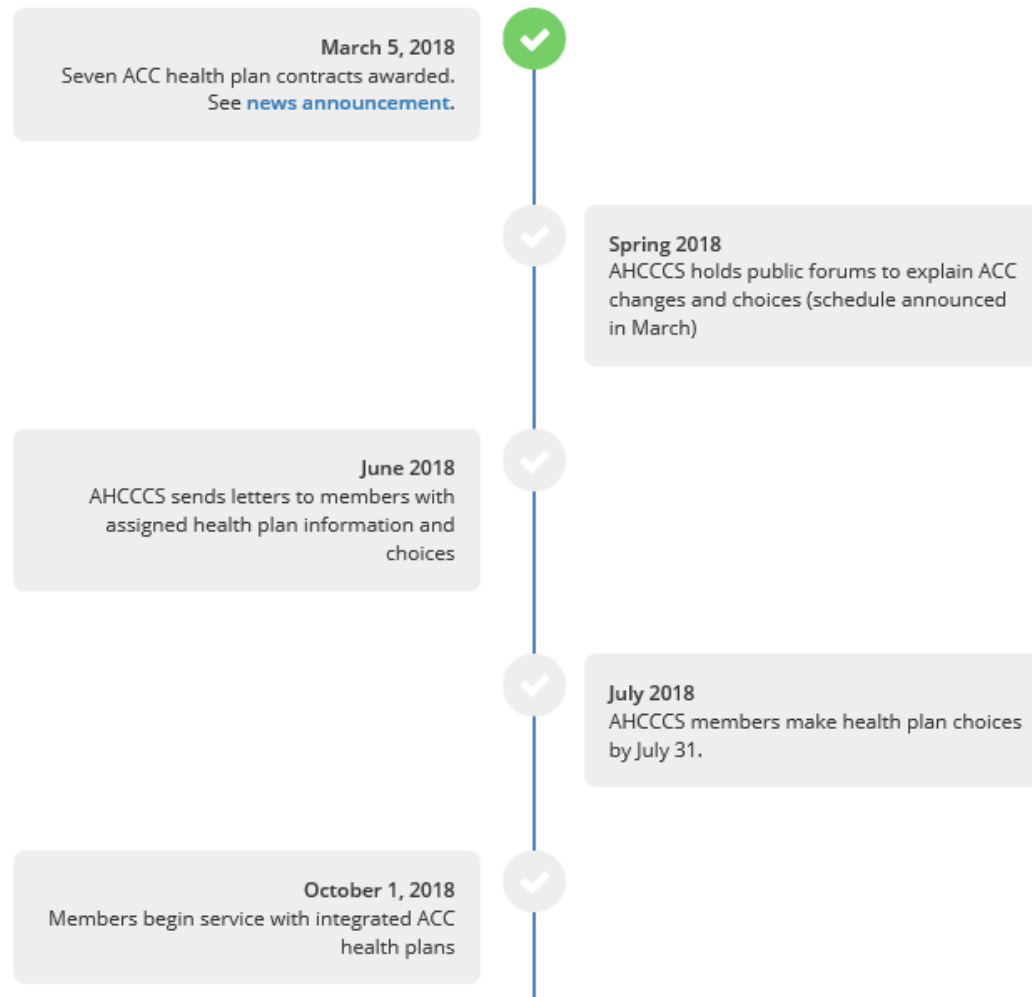
\*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for foster care children and members enrolled with DES/DD.

# What's Next?



# AHCCCS Complete Care Timeline

## What Happens Next?



# Ensuring current information on HEA Plus

Need to report a change?

[www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)



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*My Account*

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*My Household*

Application Number	Date Started	Date Sent	Status	View
	2/6/2018	N/A	Submitted	<a href="#">Provide/View Documents</a> <a href="#">View Application Summary</a> <a href="#">Next Steps</a> <a href="#">Request an Appeal</a>



# Health-e-ArizonaPLUS Address change?

**Report a Change**

- New Contact Information
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or Passed Away
- Household Moved or Will Move
  - Moved Within Arizona
  - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Apply for another program
- Disability Changed

**You can tell us the change here, but there will be a delay to process the potential change in benefits.**

- Other Change

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# Member Assignment and Choice

- Members currently in a health plan that will also be an ACC Plan in their service area will stay with their current plan for October 1, 2018.
  - These members will have choice of other ACC Plans on their annual enrollment choice date.
- Members currently in a health plan that will not be an ACC Plan in their area will be assigned an ACC Plan, but will also be allowed to choose a different ACC Plan available in their area.

# Member Assignment and Choice

- Members with choice will receive letters from AHCCCS with assignment and choice options in late June 2018.
- Members with choice may select a different ACC Plan by July 31, 2018.

# What if I already get services with a RBHA and want to stay?

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- Certain members previously receiving services with a RBHA will have a one time choice for **10/1/18 to elect to stay with the “RBHA-affiliated” ACC Contractor**
  - Members given this choice must:
    - not already be enrolled in a RBHA-affiliated Plan that will be an ACC Plan; or
    - not already be getting choice of all ACC Plans (including RBHA-affiliated ACC Plan) due to current enrollment in exiting plan

# RBHA Affiliated ACC Plans

GSA	RBHA (current)	RBHA Affiliated ACC
North	Health Choice Integrated Care	Steward Health Choice Arizona
Central	Mercy Maricopa Integrated Care	Mercy Care
South	Cenpatico Integrated Care	Arizona Complete Health



# Children's Rehabilitative Services (CRS) Changes



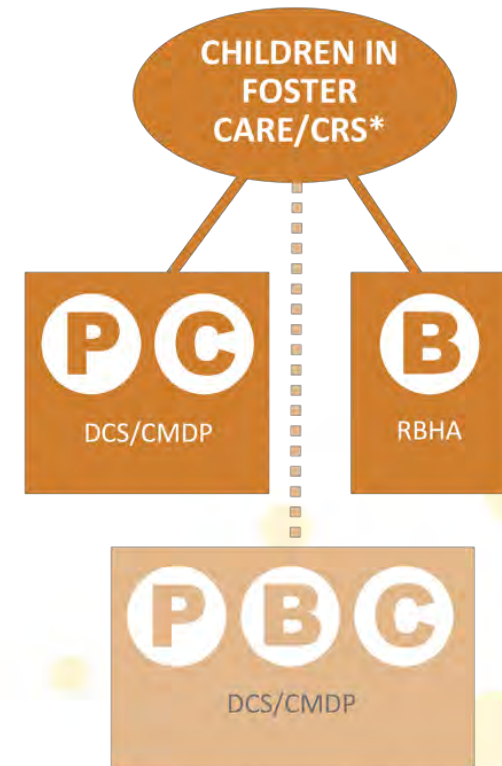
# CRS Members

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- CRS members will have choice of ACC Plan
- Members currently enrolled with CRS will receive all physical health and behavioral health services from an ACC Plan.
- CRS members will continue to be identified and designated by AHCCCS.

# CRS Members continued

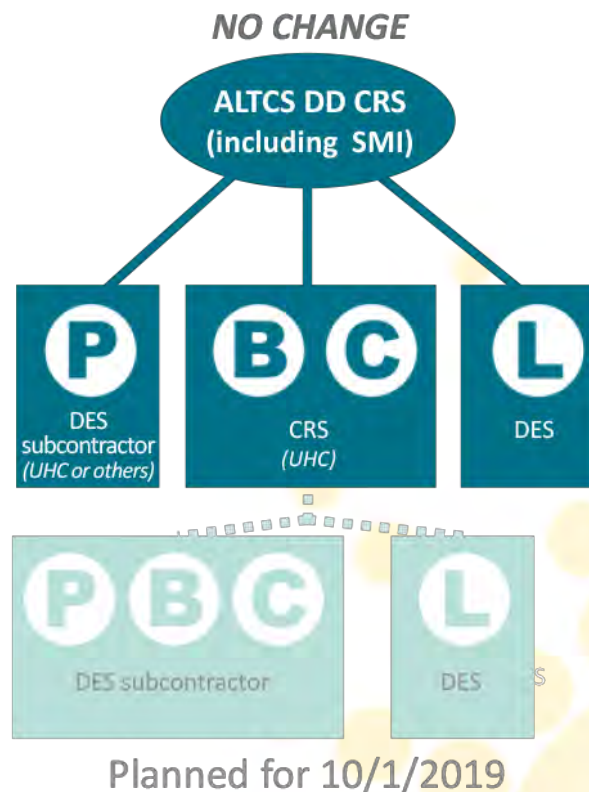
- Children in foster care with CRS conditions will receive physical health services, including services for CRS conditions, from CMDP.
- BH services will transition to RBHA



Planned for 10/1/2020

# CRS Members continued

- CRS members enrolled with DES/DD will continue to receive physical and behavioral health services through United/CRS.
- <https://des.az.gov/service-s/disabilities/developmental-disabilities/integrated-health-plan>



# CRS Members continued

- CRS members determined SMI and not enrolled with DES/DD will be moved to the RBHA.



*This represents a change only for SMI/CRS members.*



# American Indian Health Program (AIHP) Changes



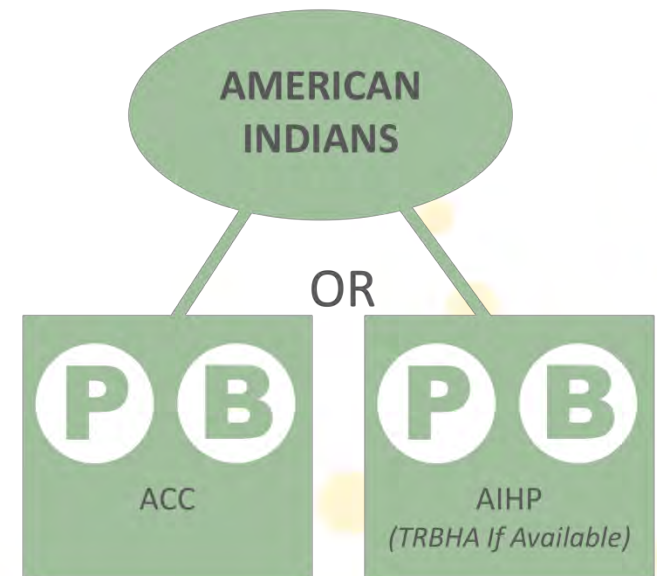
# Changes for American Indian Health Program (AIHP)

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- AIHP will:
  - Pay for and manage care for physical and behavioral health services
  - Pay for and manage care for CRS services
  - RBHA will only continue to serve American Indian members with SMI
  - Manage care with TRBHAs when available and member enrolled

# Supporting Choice for American Indian Members

- Integrated choices for the Non-SMI populations will be available within:
  - AIHP or AIHP and TRBHA; or
  - An ACC Plan
  - AI members can still access services from an IHS/638 facility at anytime regardless of enrollment



# Choice for American Indian Populations

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- Tribal members will continue same frequency of choice options
- Annual Enrollment options continue

# Specific Transitions for American Indian Populations

Current Health Plan Enrollment/Assignment	Enrollment on 10/1/2018 Member Movement	
CRS (acute and CRS services), TRBHA	ACC Plan	Approx. 367
AIHP, CRS (CRS services only) and TRBHA	AIHP and TRBHA	Approx. 673
AIHP, CRS and RBHA	AIHP	Approx. 272
AIHP and TRBHA	AIHP and TRBHA – No Change	
AIHP and RBHA	AIHP	Approx. 41,597
Acute Plan and TRBHA	ACC Plan	Approx. 12,288
Acute Plan and RBHA	ACC Plan	Approx. 37,000
CMDP and TRBHA	CMDP and TRBHA- No Change	
DDD and TRBHA	DDD and TRBHA-No Change	

Other things to be  
aware of...





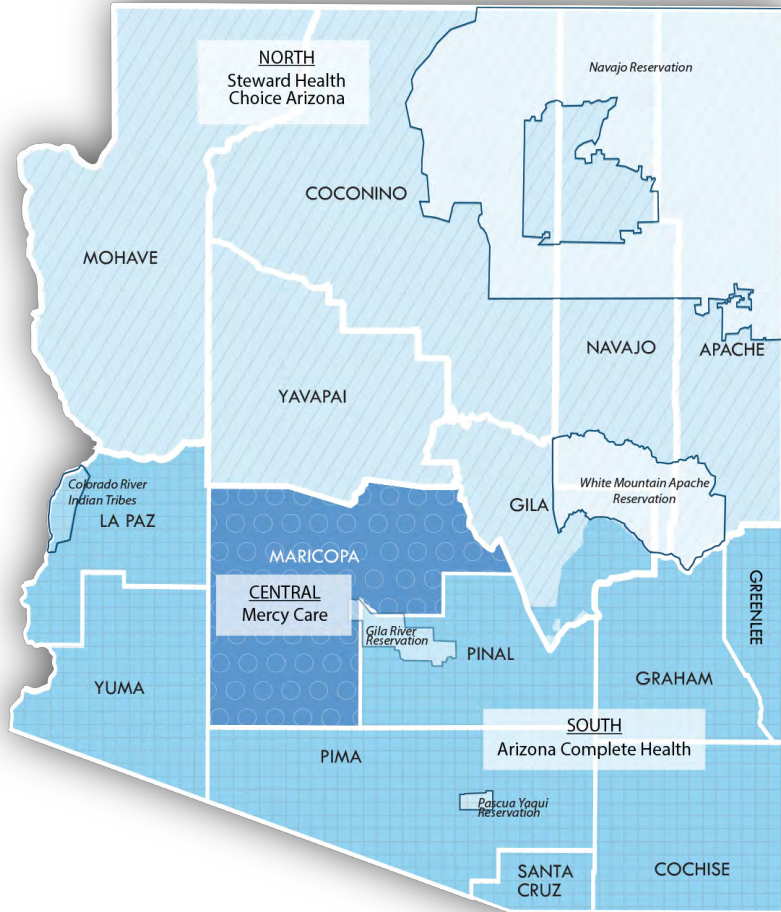
# Changes with RBHA services

Regional Behavioral Health Authorities (RBHAs) will no longer serve most adults and children as of October 1, 2018 (with exceptions below). Behavioral health services will be provided through your AHCCCS Complete Care (ACC) Plan.

RBHAs will continue to provide and serve:

- Foster children enrolled in CMDP
- Members enrolled with DES/DD;
- Individuals determined to have a serious mental illness (SMI)
- Crisis services, grant funded, and state-only funded services

# RBHA/TRBHA and Crisis Services



- The Crisis system responsibilities will remain with the RBHA (in their respective GSA areas)

# Continuity of Care – Plan Provider Transitions

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- For transitioning members, ACC Plans must:
  - Allow members receiving BH treatment continued access to specific providers as listed in treatment plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first
  - Allow members with CRS qualifying conditions in active course of treatment on plan (if agreed by provider) for duration of treatment or 6 months; whichever occurs first

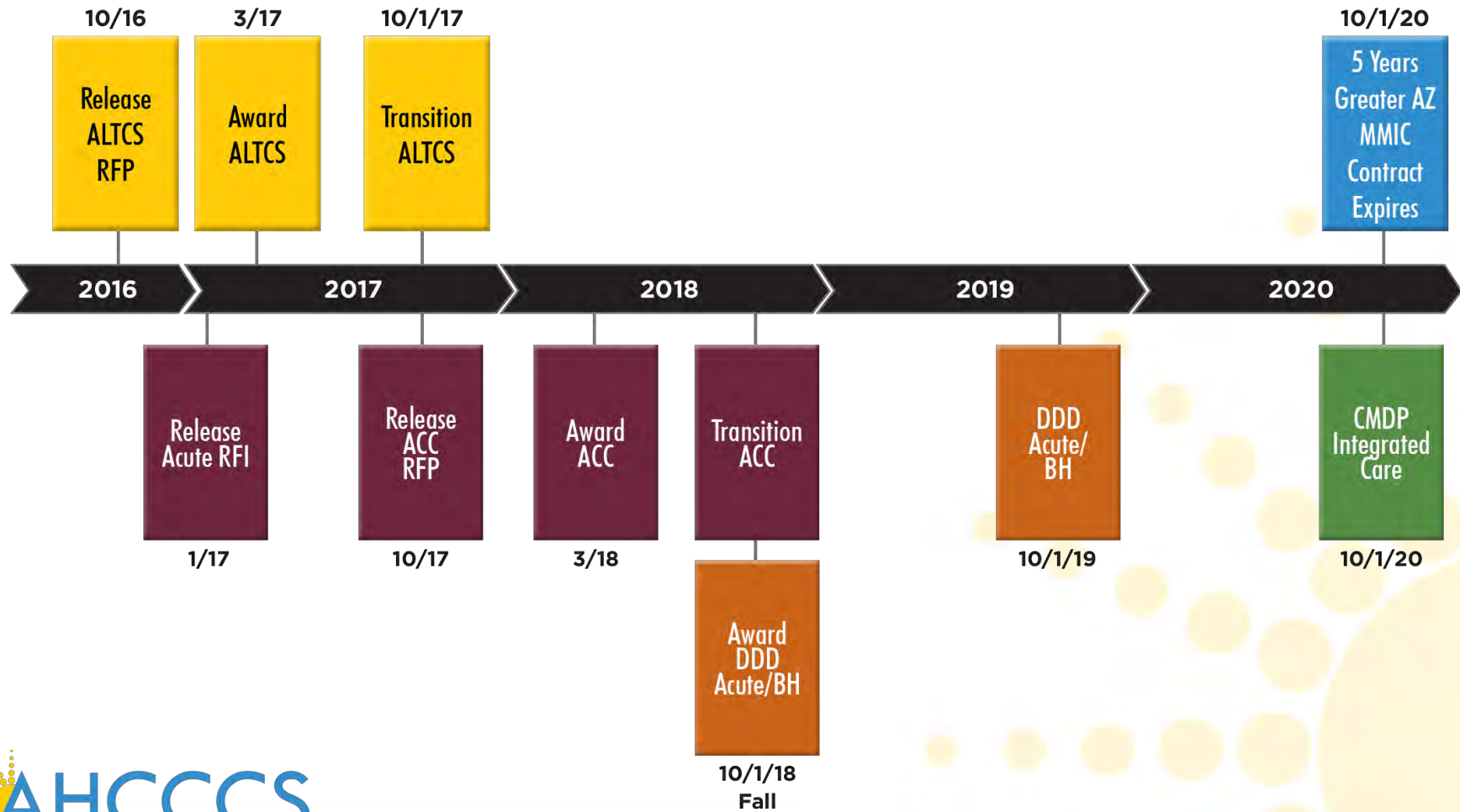
# Medicare Advantage D-SNP Plan Requirement

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- To further integration, each ACC Plan is required to have a Medicare Advantage D-SNP option to offer alignment to members with Medicare.
- Members with health plan changes may need to make future changes to Medicare enrollment to continue to be aligned.



# AHCCCS Contract Timeline



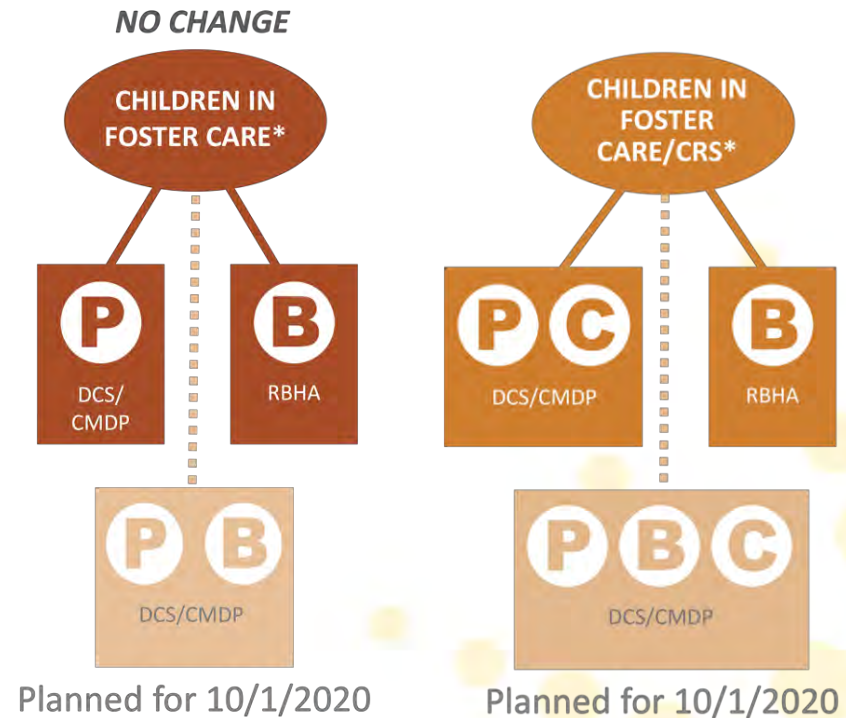


# Integration Efforts for Foster Children Enrolled with CMDP

- CMDP will manage CRS services for members starting 10-1-18
- AHCCCS & DCS are identifying future integration opportunities
- Integration planned for 10-1-20

Read the final Mercer Analysis at

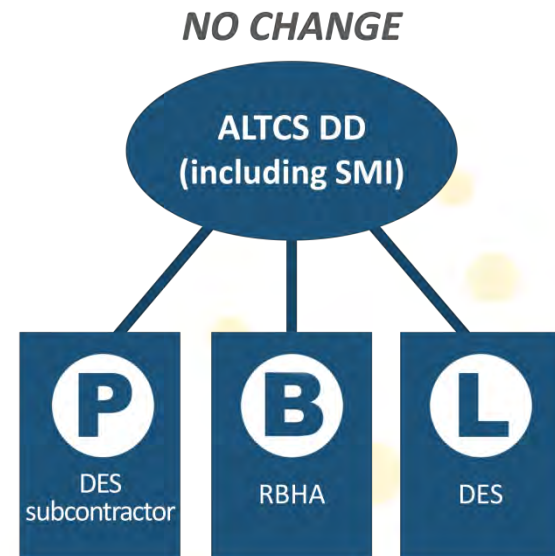
[https://www.azahcccs.gov/Members/Downloads/Resources/AHCCCS\\_Analysis\\_of\\_an\\_Integrated\\_Health\\_Plan.pdf](https://www.azahcccs.gov/Members/Downloads/Resources/AHCCCS_Analysis_of_an_Integrated_Health_Plan.pdf)



# Integration Efforts for DDD

- DDD is working on a Request for Proposal for furthering integration planned for 10-1-19.

<https://des.az.gov/services/disabilities/developmental-disabilities/integrated-health-plan>



Thank you!

