DMPS Systems Update – APEP and HEAplus

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AHCCCS
Arizona Health Care Cost Containment System

Provider Enrollment
APEP new/reactivated application processing

- % of new applications processed in 30 days or less. Our goal is 90%.

November 2020	December 2020	January 2021	February 2021	March 2021
34.7%	32.7%	55.10%	78.4%	98.0%*

- Average processing time for paper and provider submitted new applications.

November 2020	December 2020	January 2021	February 2021	March 2021
39.83 days	27.58 Days	23.24 Days	19.03	6.74*

Over 16,000 new applications have been approved since go live in August 2020

Provider Enrollment
Re-registration - Goal is to validate 98,233 providers

What is re-registration? The process for all providers to create an account in APEP, verify converted information and complete a revalidation. After creating the account, they will have 24/7 access to the portal.

81,681 providers still need to create an account and re-register. Re-registration is considered revalidation for most providers and is good for 4 years.

8,833 Providers have successfully re-registered

Approximately 7,500 invitation letters are mailed to providers each month inviting them to create an account and re-register. Less than 50% of those providers are responding

Average processing time for a re-registration when submitted by the provider is about 10 days

3,517 providers are in the process of creating an account and re-registering

Provider Assistance - 1st level Call Center

Goal is <u>first call resolution</u> whenever possible

If Provider Assistance is not able to fully assist, a Service ticket is opened and sent to Provider Enrollment

Provider Assistance effectively handles more than 75% of the incoming calls from our provider network

2021 Start of Week	Calls Offered	Calls Answered	% Calls Abandon	Average Speed of Answer
01/04/2021	1,569	1,426	5.16%	2:47
01/11/2021	1648	1564	1.70%	1:01
01/18/2021	1425	1355	3.37%	1:32
01/25/2021	1820	1715	4.40%	2:52
02/01/2021	1,673	1,589	2.99%	1:37
02/08/2021	1612	1498	3.47%	1:40
02/15/2021	1354	1258	3.69%	1:49
02/22/2021	1657	1564	3.08%	1:29
03/01/2021	1,764	1,630	4.59%	2:06
03/08/2021	1627	1569	1.29%	0:41
03/15/2021	1648	1547	2.85%	1:36
03/22/2021	1615	1575	1.05%	0:29
03/29/2021	1459	1407	2.67%	1:07
04/05/2021	1,460	1,353	6.92%	0:18
Weekly Average	1618	1524	3.14%	1:38

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HEAplus Vendor Transition Activity

- No change to our front end users
  - State workers
  - Community Assistors/Partners
  - Consumers
- No change in how new applications are processed
- No change in the renewal process
- Encourage members to continue responding to renewals
- Acute care timeliness: 94.84% processed within 45 days
- ALTCS timeliness: 91.92% processed within 45 days
  - Hospitalized applicants are prioritized - 63% within 20 days

HEAplus Vendor Transition Activity

HEAplus is the eligibility system used by State Workers, Consumers, Community Assistor Organizations and DCS. In addition to applying for Medicaid, consumers can apply for Nutrition Assistance/SNAP and TANF/Cash Assistance (Temporary Assistance for Needy Families) in HEAplus but those determinations are completed by DES in a different system.

New vendor is Accenture

Vendor transition should not disrupt daily operations. The state has been working very closely with both vendors since October 2020 to ensure a successful transition

Goal is to fully transition the maintenance and operations of HEAplus to new vendor by 06/30/2021

Electronic Visit Verification (EVV)

Dara Johnson, Program Development Officer

Division of Health Care Management

Current Priorities - AHCCCS and MCOs

- CMS certification and hard claim edits timeline
- Member and authorization load issue resolution
  - Staging area reporting and MCO access to Business Intelligence Tool
  - Applying standard work to research issues to determine root cause
  - Sandata change order to relax service code modifier edits for authorization files
  - Research response and error file discrepancies

Provider Compliance

- 66% of providers are compliant with readiness milestones
- Sandata Users
  - 52% have completed the training in order to gain system access
  - 1,815 devices have been distributed
- Alternate EVV System User
  - 14% of providers are using a certified alternate vendor
  - 25 certified alternate vendors

Current Priorities - Providers

- Provider outreach and engagement
  - MCO collaboration
  - AHCCCS communication with a plan for issue resolution and the soft edit claims period
  - New EVV training courses
- Sandata change orders to enhance user experience
  - Streamline visit maintenance
  - EHR/EMR interface
  - Fixed Visit Verification code traceability

Questions?

Thank You.