System Update
AHCCCS Provider Enrollment Portal (APEP) and HEAplus M & O

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Workload as of January 1, 2021

- Total pending workload reduced from 6,959 to 2,866
- Average processing time for December 2020
  - o Paper submitted - 37.85 days
  - o APEP submitted - 17.32 days
- 4,127 Provider re-registrations completed
- 3,487 new applications completed

Provider Activity

- Total applications submitted 7,269
- Re-registrations in process 3,129
- 5,655 providers have accessed APEP

Call Center - December 2020

- 5,675 calls received
- 6.40% abandoned
- 3:50 average speed of answer ASA
  - ASA improved from 8:17 at the beginning of the month to 2:17 by the end of the month

HEAplus M & O transition to Accenture

- Not a new system, just the maintenance and operations (M & O) are moving to a new vendor
- Mid transition with both vendors since October 1
  - full transition expected to be complete by June 30
- Knowledge transfer sessions are in full swing
- Accenture meeting with users/incumbent and attending training to learn front end and back end of system
- Bringing a consultant on board to facilitate a successful transition period

System Update:

ROPA (Referring, Ordering, Prescribing and Attending Providers)

ROPA

Background - The <u>Patient Protection and Affordable Care Act (ACA)</u> and the <u>21st Century Cures Act (Cures)</u> require that all health care providers who provide services to, order (refer), prescribe, or certify health care services for AHCCCS members must be enrolled as an AHCCCS provider.

- Timeline - Soft ROPA editing - Dates of Service 3/1/2021 and Hard ROPA editing - Dates of Service 6/1/2021

- Exceptions Supported - Very Limited; AHCCCS has found flexibility regarding full registration for those provider types who are <u>not normally registerable</u> with our program, including at this time Pharmacists and residents and interns.
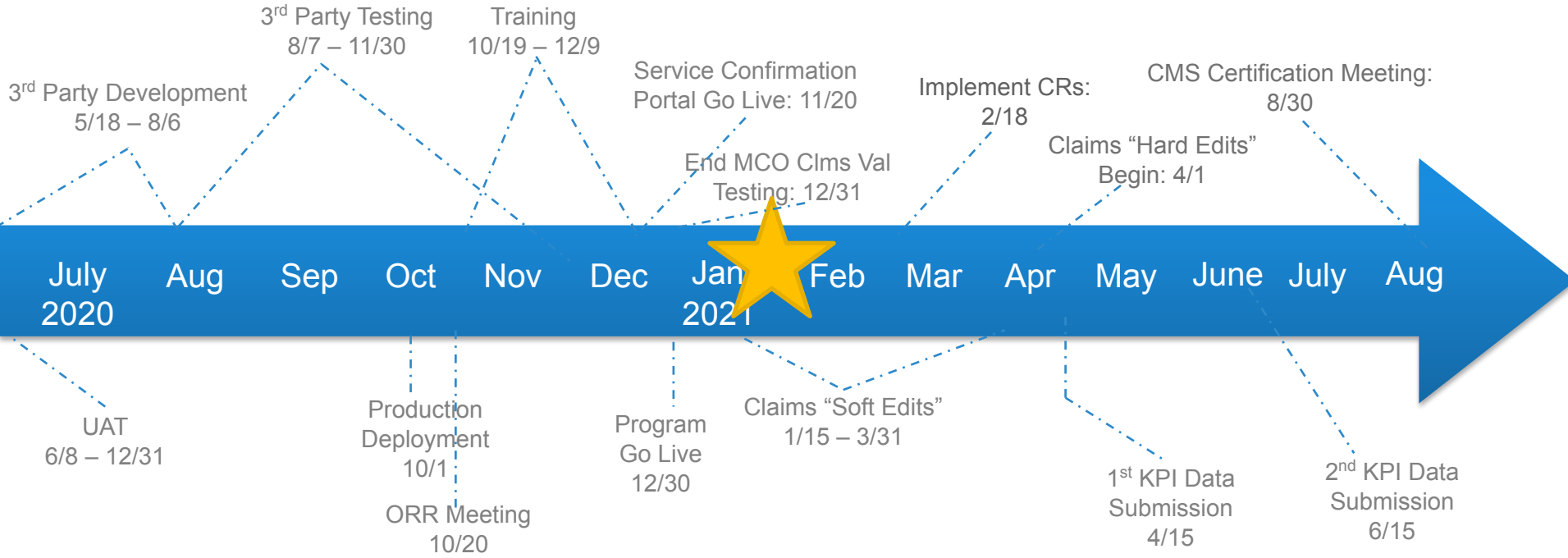
ROPA Cont.

- Status of MCO Gaps Analysis - Latest file 1/4/2021- 33,338 unique lines (After Duplicates Across MCO's were removed); 5,536 AZ addresses, 27,781 out of state addresses, and 14 were Unknown/not listed/Outside of US/APO; Matched to PMMIS – 4,281 lines, 29,036 lines were Not Matched to PMMIS
- Next Steps/Open Issues - Continue MCO Gap Analysis matching; Evaluating any available options for handling Out of State and pros/cons of these options

Electronic Visit Verification (EVV)

Electronic Visit Verification Project

Milestone Schedule

3rd Party Development
5/18 – 8/6

3rd Party Testing
8/7 – 11/30

Training
10/19 – 12/9

Service Confirmation
Portal Go Live: 11/20

End MCO Clms Val
Testing: 12/31

Implement CRs:
2/18

CMS Certification Meeting:
8/30

Claims "Hard Edits"
Begin: 4/1

| July 2020 | Aug | Sep | Oct | Nov | Dec | Jan 2021 | Feb | Mar | Apr | May | June | July | Aug |

UAT
6/8 – 12/31

Production
Deployment
10/1

ORR Meeting
10/20

Program
Go Live
12/30

Claims "Soft Edits"
1/15 – 3/31

1st KPI Data
Submission
4/15

2nd KPI Data
Submission
6/15

EVV Compliance

- EVV Mandatory Use Date: 1/01/21
  - 55% of providers are compliant
    - 41% of Sandata agency users have completed prerequisite training to receive system credentials
    - 14% of Alternate EVV providers are using a vendor that has completed testing
  - Just under 1,000 devices have been distributed
- CMS confirmed AHCCCS' compliance

Provider Engagement and Support

- Issue Resolution and Mitigation
  - Member load issue for Sandata system users
  - Sandata customer care response
- Provider Engagement and Support
  - Targeted outreach to non-compliant providers
  - Policy and Claims Soft-Edit Period Extension (January - April 2021)
  - Release of updated ALT EVV technical specifications
  - Phase II of live-interactive training
  - EVV policy finalization
  - FAQs (Scheduling, Documentation, Contingency Planning and Member Verification)

Questions?