

AHCCCS COMPLETE CARE (ACC) RFP YH19-0001 PRE - IT SYSTEMS READINESS DEMONSTRATION Q&A TEMPLATE

| AHCCCS Response # | Date Question Received | Question | Response |
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| 1 | 4-16-2018 | At the recent Technical Consortium meeting AHCCCS confirmed MCOs should use the effective date of 10/1/17 for benefit and eligibility set up for the IT demo. Please confirm that as a result of using 10/1/17 that means there will not be claim scenarios for members for which Acute plans are not currently responsible for BH included in the demo? | AHCCCS for purposes of the ACC IT Systems Readiness Demonstration will use 10/1/2017 as a <u>proxy</u> for 10/1/18 (i.e. in the ACC IT Systems Readiness Demonstration testing environment, all ACC contracts will be assumed and set up to begin 10/1/17). Therefore the ACC IT Systems Readiness Demonstration testing environment will function as though all ACC responsibilities are in effect 10/1/18 include responsibility for BH and CRS, etc. |
| 2 | 4-17-2018 | Should the contractor assume that all approved services on a claim should pay 100% of the AHCCCS fee schedule versus contractor unique contract terms? | As outlined in the ACC IT Systems Readiness Demonstration Provision #8 - All scenarios will include and will require the Successful Offeror to utilize, member information, provider information and reference data supplied to the Successful Offeror by AHCCCS. Contracted rates, discounts and penalties should not be applied; only the AHCCCS Fee Schedule provided in the Reference File extract should be used. |
| 3 | 4-17-2018 | Should the various AHCCCS (Differential increases, Prop 206, APSI) increases be applied to providers' claims during the IT Demo? | For purposes of the ACC IT Systems Readiness Demonstration testing, ACC contractors may choose one or two options for handling the application of these types of increases should they want to apply these to test claims: Apply consistently Don't apply consistently |
| 4 | 4-18-2018 | Is it a correct assumption that all (834, 820, 270/271, 276/277 and 837) EDI X12 transactions will pass through test TIBCO Foresight T1 validator/translator? | AHCCCS will validate and translate all outbound files to ACC contractors (including the 834 and 820 files); AHCCCS will further validate all inbound 837 files from ACC contractors. See below clarification regarding the 270/271 and 276/277 transactions. |
| 5 | 4-19-2018 | Will AHCCCS be testing the Health Plans ability to submit/receive 270/271 and 276/277 response files as part of the IT Demo? | AHCCCS will not be testing actual 270/271 and 276/277 file exchanges as part of the ACC IT Systems Readiness Demonstration. The intent is to test the ACC Contractors ability to respond to Eligibility Verification and Claims Status information requests. |
| 6 | 4-19-2018 | <p>4. What is the expectation for the CN1 Segment on 837s?</p> <ol style="list-style-type: none"> 1. Follow the guidance from the e-mail dated 06/30/2017 11:59 AM with subject IMPORTANT UPDATE - CN1 Usage - Use of any appropriate available value [External Message] 2. Follow historical guidance indicating we can send FFS as 03 for fee schedule reimbursement arrangement | Please follow option 1, updates to the Technical EDI Document to reflect these standards is in progress. |

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| | | <p>(https://www.azahcccs.gov/Resources/Downloads/EDIchanges/Non-BHSPlans_ApprovedAmountMatrixv20120928.pdf) or 09 for FFS (and that we should send something for FFS so we can indicate the HP Allowed Amt vs sending Blank and not being able to indicate the Allowed Amt as the e-mail from option 1 above and crosswalk in https://www.azahcccs.gov/PlansProviders/Downloads/Encounters/Manual/Chapter7.pdf show for FFS)</p> <p>3. Follow the Technical EDI document https://www.azahcccs.gov/Resources/Downloads/EDIchanges/EDIchangesAZ837ENCCG.pdf that does not have the correction from Option #1 above</p> <p>Combination of #1 and 2 (aka what we do now).</p> | |
| 7 | 4-19-2018 | Please confirm we will not be required to pay any claims for members with dates of service prior to 10/1/2018? | AHCCCS for purposes of the ACC IT Systems Readiness Demonstration will use 10/1/2017 as a proxy for 10/1/18 (i.e. in the ACC IT Systems Readiness Demonstration testing environment, all ACC contracts will be assumed and set up to begin 10/1/17). Therefore the ACC IT Systems Readiness Demonstration testing environment will function as though all ACC responsibilities are in effect 10/1/18 include responsibility for BH and CRS, etc. |
| 8 | 4-19-2018 | Do 271 transactions need to confirm general enrollment status or send detailed service code information for the demo? What is the level of detail expected in that transaction data set? | AHCCCS will not be testing actual 270/271 and 276/277 file exchanges as part of the ACC IT Systems Readiness Demonstration. The intent is to test the ACC Contractors ability to respond to Eligibility Verification and Claims Status information requests. |
| 9 | 4-19-2018 | Regarding the statement “Eligibility and claims status inquires will not exceed 5 records per iteration and will be based upon member data supplied by AHCCCS as components of this exercise.” Will inquires be requested in the standard 270/276 formats with 271/277 responses expected? Or will these be written inquires with written responses? | AHCCCS will not be testing actual 270/271 and 276/277 file exchanges as part of the ACC IT Systems Readiness Demonstration. The intent is to test the ACC Contractors ability to respond to Eligibility Verification and Claims Status information requests. These will be written inquiries with written responses. |
| 10 | 4-19-2018 | Enrollment - For enrollment, is the https://www.azahcccs.gov/PlansProviders/Downloads/CodesValues.pdf current? Is this just for the demo? Or will this change in the next 6 months (and require rebuild for go-live?) | This document reflects all current values and should be used for the ACC IT Systems Readiness Demonstration. |
| 11 | 4-19-2018 | Will member PCP assignment be available on 834? If not, do we need to assign PCPs for the demo? | PCP Assignment is not a current element of the 834 files exchanged by AHCCCS; therefore for purposes of the ACC IT Systems Readiness Demonstration it will not be necessary to |

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| | | | assign PCP's to test members. |
| 12 | 4-19-2018 | Is member income listed on the 834? If so are we expected to drive payment based on this information for the demo and/or go-live? | Member income is not a current element of the 834 files exchanged by AHCCCS, nor is a factor that impacts any payments by ACC Contractors at this time. |
| 13 | 4-19-2018 | 834 Enrollment from AZ are split into 4 types: BH, SO, PH, AC. What are the expectations/responses for each type for the demo? Will we be receiving all 4 for the demo or will they be merged? | No responses expected. For purposes of the ACC IT Systems Readiness Demonstration only the standard 834 enrollment files (non SMI, non RBHA specific) will be exchanged with all ACC Contractors. |
| 14 | 4-19-2018 | What 820 format should we be expecting for the demo? x218 and/or x318? | The standard 820 file format as described in the AHCCCS EDI technical documentation will be exchanged. |
| 15 | 4-19-2018 | For encounters cycle results and layout for expected summary response – can we get some clarifications on what this entails? | The intent is to test the ACC Contractors ability to respond to questions related to the data in these files. |
| 16 | 4-19-2018 | For summary response encounter cycle results processing, please confirm this is a test-like response in which we are graded based on response | All exchange responses will be assessed and “scored” for completeness and accuracy of responses provided. |
| 17 | 4-19-2018 | Can you confirm that claim processing for D-SNP members will only involve the Medicaid portion of the claim for the demo. | It is not AHCCCS’ intent to provided claims testing scenarios that require secondary processing as part of the ACC IT Systems Readiness Demonstration. |
| 18 | 4-19-2018 | Is the provider information in the reference files used for the demo “real” and active provider data? | Yes, supplied files will be “real” and active provider data. |
| 19 | 4-19-2018 | For the provider data load, we are planning to load all providers effective as of 1/1/2018. Will we need to include terminated providers beyond those that were effective 1/1/2018 for claim payment purposes? (e.g. do we need to load providers that were terminated in 2017 for prior quarter payments?) | AHCCCS for purposes of the ACC IT Systems Readiness Demonstration will use 10/1/2017 as a proxy for 10/1/18 (i.e. in the ACC IT Systems Readiness Demonstration testing environment, all ACC contracts will be assumed and set up to begin 10/1/17). Therefore the ACC IT Systems Readiness Demonstration testing environment will function as though all ACC responsibilities are in effect 10/1/18 include responsibility for BH and CRS, etc. |
| 20 | 4-19-2018 | Within the Provider reference files, how do you identify who the pay to entity is that owns the Tax ID? | Provider files to be exchanged as a component of the ACC IT Systems Readiness Demonstration are equal to production data exchanges. |
| 21 | 4-19-2018 | Are tribal services within the county or within the reservation part of the IT demo? | It is not AHCCCS’ intent to provide claims testing scenarios that include tribal services as part of the ACC IT Systems Readiness Demonstration. |
| 22 | 4-19-2018 | Is there a specific benefit grid for all Medicaid covered services and Medicare covered services. What is the differentiation between what's covered in Medicare and Medicaid? | Please refer to the AHCCCS Medical Policy Manual on the AHCCCS webpage. |
| 23 | 4-19-2018 | Is it possible to get subset of all Rate Codes that we will be receiving on 10/1? This would allow us to better prepare as configuring to all | No, this is not possible. |

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| | | possibilities would be more difficult. | |
| 24 | 4-19-2018 | Is the expectation that we will receive claims with rendering atypical providers whom have no NPI number – for the Demo and also for October? And – if the answer is yes, will the AAHCCCS ID number be listed for the rendering provider in lieu of the NPI number? | Yes, per AHCCCS policy ACC Contractors must support both Typical and Atypical registered servicing/rendering providers. Please refer to the AHCCCS FFS Billing Manual on the AHCCCS webpage for more information. |
| 25 | 4-19-2018 | Is there a primary address key for providers within the reference files? | Provider files to be exchanged as a component of the ACC IT Systems Readiness Demonstration are equal to production data exchanges. |
| 26 | 4-19-2018 | What dates of service or range should we expect to receive on claims for the demonstration? | AHCCCS for purposes of the ACC IT Systems Readiness Demonstration will use 10/1/2017 as a <u>proxy</u> for 10/1/18 (i.e. in the ACC IT Systems Readiness Demonstration testing environment, all ACC contracts will be assumed and set up to begin 10/1/17). Therefore the ACC IT Systems Readiness Demonstration testing environment will function as though all ACC responsibilities are in effect 10/1/18 include responsibility for BH and CRS, etc. |
| 27 | 4-19-2018 | What eligibility dates or range should we expect to receive for members for the demonstration? | AHCCCS for purposes of the ACC IT Systems Readiness Demonstration will use 10/1/2017 as a <u>proxy</u> for 10/1/18 (i.e. in the ACC IT Systems Readiness Demonstration testing environment, all ACC contracts will be assumed and set up to begin 10/1/17). Therefore the ACC IT Systems Readiness Demonstration testing environment will function as though all ACC responsibilities are in effect 10/1/18 include responsibility for BH and CRS, etc. |
| 28 | 4-19-2018 | Do we know if there will be 50 claims per 837 for the demo, meaning 150 claims per round (837i, 837p, 837d), or will there be 50 claims across all three 837s? | As outlined in the ACC IT Systems Readiness Demonstration calendar there will be three exchanges of claims scenarios. Each exchange will contain no greater than 50 scenarios in total (both paper and electronic). |
| 29 | 4-19-2018 | Is AHCCCS looking for all 3 types of encounter files, each has its own GS03 designation so we would need 3 different configs for each file type ("AHCCCSDENIED"=Use for Denied encounter files (.deny; input mode 6) "AHCCCS8660047919"=Use for new day encounters (approved, replaced, voids) "AHCCCSPARTIAL"=Use for non-covered lines due to invalid code sets)? | Per the ACC IT Systems Readiness Demonstration Provisions AHCCCS expects that ACC Contractor will exchange all form types other than Pharmacy as a component of the ACC IT Systems Readiness Demonstration, this includes all applicable input modes. |
| 30 | 4-19-2018 | For Encounters, do we need any special designations in the ISA segment to indicate test/demo (for example, CMS wants an ISA01 of "03" for Tier 2 test files)? | Normal AHCCCS testing standards and designations as outlined in the related technical documents should be followed. |
| 31 | 4-19-2018 | Does any of the sender ID info need to be specific to the demo? | Normal AHCCCS testing standards and designations as outlined in the related technical documents should be followed. |

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| 32 | 4-19-2018 | Is there a limit (or minimum) for how many encounters or ST/SE segments we send per file? | Normal AHCCCS testing standards and designations as outlined in the related technical documents should be followed. |
| 33 | 4-20-2018 | Will the IT Demonstration test exchanges be via standard SFTP folder structures for each ACC Contractor? | For purposes of the ACC IT Systems Readiness Demonstration AHCCCS has established the following SFTP Folder structures for each ACC Contractor and will be utilized for all outbound and inbound exchanges. The new folder and subfolders have been setup as follows – where XXX is your plan’s folder ID: /AZ/XXX/OTHER/DHCM/ACCTEST/IN /AZ/XXX/OTHER/DHCM/ACCTEST/OUT |
| 34 | 4-20-2018 | In previous IT Demos, AHCCCS used 133052274 as the submitter ID # and 421406317 on 837swill it be the same this round? If not, can you please provide the new IDs? | Normal AHCCCS testing standards and designations should be followed as outlined in the related technical documents, including the use of individual ACC Contractor identifiers. |
| 35 | 4-20-2018 | In previous IT Demos, AHCCCS used xxxx as the receiver ID ID on 837s, will it be the same this round? | Normal AHCCCS testing standards and designations should be followed as outlined in the related technical documents, including the use of appropriate AHCCCS identifiers. |
| 36 | 4-20-2018 | On page 2 of the IT readiness Demo Provisions you write: 24. Successful Offerors will be expected to provider 2-4 individuals as key contacts for AHCCCS for this testing. How would you like us to provide these names? | Via email to Lori Petre lori.petre@azahcccs.gov |
| 37 | 4-20-2018 | Will there be any response (824,999,277CA) or result files (Pend correction, 277U/S) from AHCCCS for the encounter submissions? | AHCCCS does not expect to exchange acknowledgements as components of the IT Readiness Testing Demo. AHCCCS does expect to produce and distribute all applicable encounter cycle results. |
| 38 | 4-20-2018 | As of today, we have not received the Top 100 provider list, when does AHCCCS expect to publish these? | This list is unrelated to the ACC IT Systems Readiness Demonstration. |
| 39 | 4-20-2018 | Please verify the SFTP path to the ACC test folders for the IT Demo beginning 5/1/18. i.e. DHCM>ACCTEST>IN/OUT | For purposes of the ACC IT Systems Readiness Demonstration AHCCCS has established the following SFTP Folder structures for each ACC Contractor and will be utilized for all outbound and inbound exchanges. The new folder and subfolders have been setup as follows – where XXX is your plan’s folder ID: /AZ/XXX/OTHER/DHCM/ACCTEST/IN /AZ/XXX/OTHER/DHCM/ACCTEST/OUT |

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| 40 | 4-20-2018 | Scenario: Claim A is submitted in Claims Submission Group 1 as approved. AHCCCS provides feedback on Claims Submission Group 1 as Claim A should be denied. Would the expectation be that the claim be adjusted to reflected denied within the Encounters Submission 1? | In the case of claims exchanges we expect each exchange to be exclusive to only those scenarios provided as a component of that exchange. |
| 41 | 4-20-2018 | Should quick pay discounts be applied to the claims? | As outlined in the IT Demonstration Readiness Testing Providers #8 - All scenarios will include and will require the Successful Offeror to utilize, member information, provider information and reference data supplied to the Successful Offeror by AHCCCS. Contracted rates, discounts and penalties should not be applied; only the AHCCCS Fee Schedule provided in the Reference File extract should be used. |

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| 42 | 4-20-2018 | At the 4/5 Technical Consortium, an MCO asked if subsequent Demo submissions from an MCO based on previous Demo submissions could contain corrections based on an AHCCCS response for the previous submission. AHCCCS' response was that the calendar provided sufficient time for MCOs to be able to correct responses in subsequent submissions. This question is a little more specific regarding claims and encounters. For example, if a cycle 1 claims submission was incorrect and AHCCCS indicated the correct answer in its response, can an MCO correct the corresponding encounters submission? Were the MCO do to so, the encounter would no longer exactly match what was submitted for the claim. We are seeking clarity to ensure that if we make such a correction that the encounter would not be counted in error on the basis it did not match the claim (even if it did match AHCCCS' communicated correct answer for the claim.) | In the case of claims exchanges and the resulting encounters, we expect each exchange to be exclusive to only those scenarios provided as a component of that exchange. |
| 43 | 4-20-2018 | If an encounter hits a pend or denial edit, is it expected that the edit be addressed as part of the normal encounter process in the next cycle? If the edit is due to a claims error that may or may not have been identified in the claims response, should claims be adjusted and the encounter submitted as a replacement on the next cycle? | In the case of claims exchanges and the resulting encounters, we expect each exchange to be exclusive to only those scenarios provided as a component of that exchange. |
| 44 | 4-20-2018 | In encounters responses, does AHCCCS require both paid and denied encounters, or paid encounters only? | Both Paid and applicable denied encounters are expected to be submitted for a given exchange. |
| 45 | 4-20-2018 | How will I know which recipient from my test 834 files applies to supplied claim scenarios? | For Electronic claims we have created unique 837 files for each ACC Contractor that include all recipient information. For Paper claims scenarios we will supply each ACC Contractor with individual paper claim scenarios and a corresponding matrix that contains the AHCCCS Id to be utilized for each scenario. |