APEP

AHCCCS Provider Enrollment Portal

AHCCCS
Arizona Health Care Cost Containment System

New system went live for providers on 08/31/2020

Challenges

- Staff orientation / Learning Curve
- Provider training and orientation
- Call volume increase

Strategies for success

- Online training provided to over 1400 providers in August
- Online videos and written tutorials for providers
- Email box established for APEP questions
- Increased call center staff

Processing Time

- **Goal is, and always was, to process applications in <u>30 days</u>**
  - Prior to August 2020, the team focused on ensuring there was not a backlog when we migrated to the new system. This strategy resulted in very low processing times.
  - Current time frame is about 39 days for new applications and updates.
  - If there is a need for an expedited process, it will still take a minimum of 8 days for processing in APEP

Re-Registration Process

- **<u>All Providers</u> will need to Re-Register in APEP**
  - It will take about 15 months to complete this process for all 98,000 Arizona providers
  - About 7,000 providers each month will receive a letter with a unique application number to begin the re-registration process
  - This process is to ensure that converted information for each provider is accurate
  - For many providers, the re-registration will be considered a revalidation and be good for 4 years

Re-Registration Process

- **All Providers will need to Re-Register in APEP**
    - If a provider needs to update their existing record before they receive their re-registration letter/unique application number they can can contact our call center. 602-417-7670 Option 5
        - It will take 3 - 5 days to receive a unique application number so it is important to plan ahead when this occurs

What can Providers do to help?

- Use APEP as opposed to submitting paper applications
- Be patient and allow at least 30 days for processing
- Try to refrain from calling and also using multiple email addresses for the same question/concern

Questions can be sent to:

- APEP related:
  - APEPTrainingQuestions@azahcccs.gov
- All others:
  - PRnotice@azahcccs.gov

Questions?

Thank You.

Electronic Visit Verification

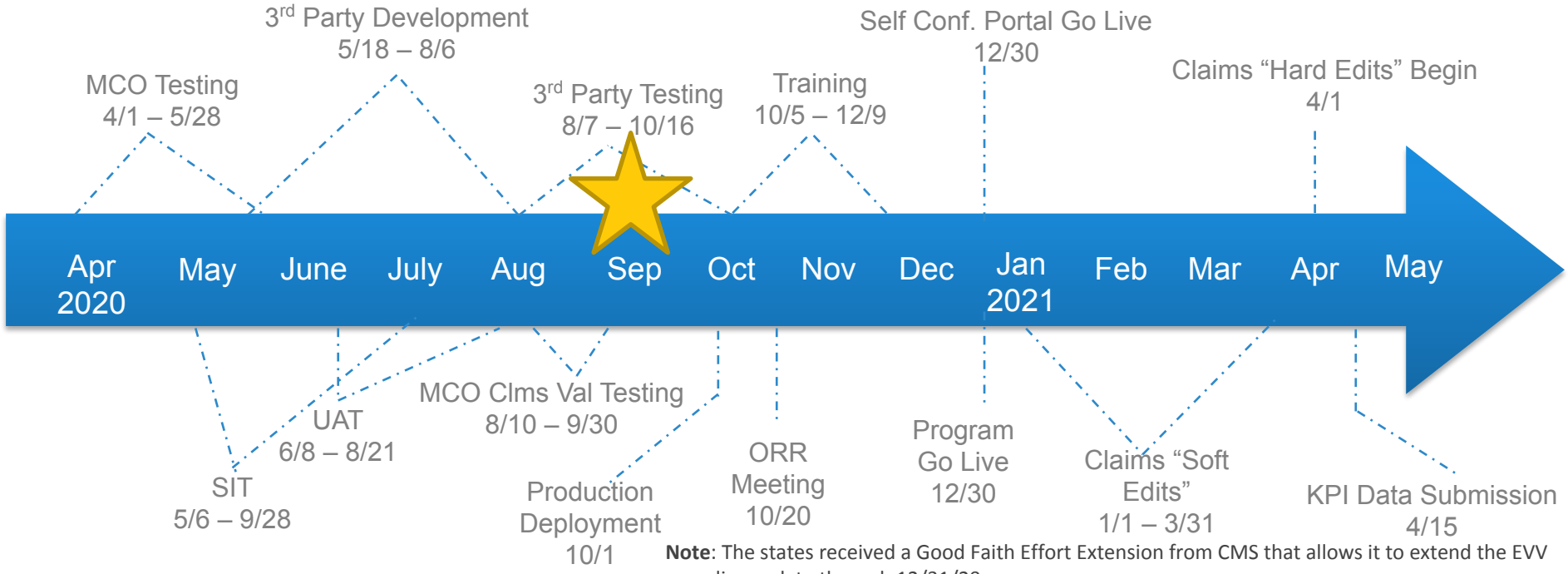
Dara Johnson

September 23, 2020

AHCCCS
Arizona Health Care Cost Containment System

Electronic Visit Verification Project

Revised Project Milestone Schedule



Note: The states received a Good Faith Effort Extension from CMS that allows it to extend the EVV compliance date through 12/31/20.

Current AHCCCS Priorities

- Alternate EVV Vendor Testing: 8/7 – 10/16
- ISD Production Deployment – Phase I: 9/29
  - Member File, Provider File, Authorization File, & Service Confirmation Portal
- Sandata Production Deployment: 10/1
  - EVV Soft Launch: 10/5
- Training: 10/5
  - EVV Provider Readiness Activities: 10/5
  - Device Deliveries: 10/5

MCO Milestone Dates

- MCO Claims Validation Testing: 8/10 – 9/30
- MCO Authorization – Initial Loads: 10/1
- MCO Claims Validation Files to Production: TBD
- Program Go Live: 12/30
- Mandatory Use Date: 1/1
- Soft Claims Edits: 1/1 – 3/31
- Hard Claims Edits: 4/1

Provider/Member/Family Support

- Service Model Scenario Planning
  - ALTCS Providers
  - BH Providers
- Member and Family Webinar Series – Oct/Nov
- Provider Training
  - AHCCCS Service Confirmation Portal (Oct/Nov)
  - Sandata Training (Oct/Dec)
- FAQs – Ongoing