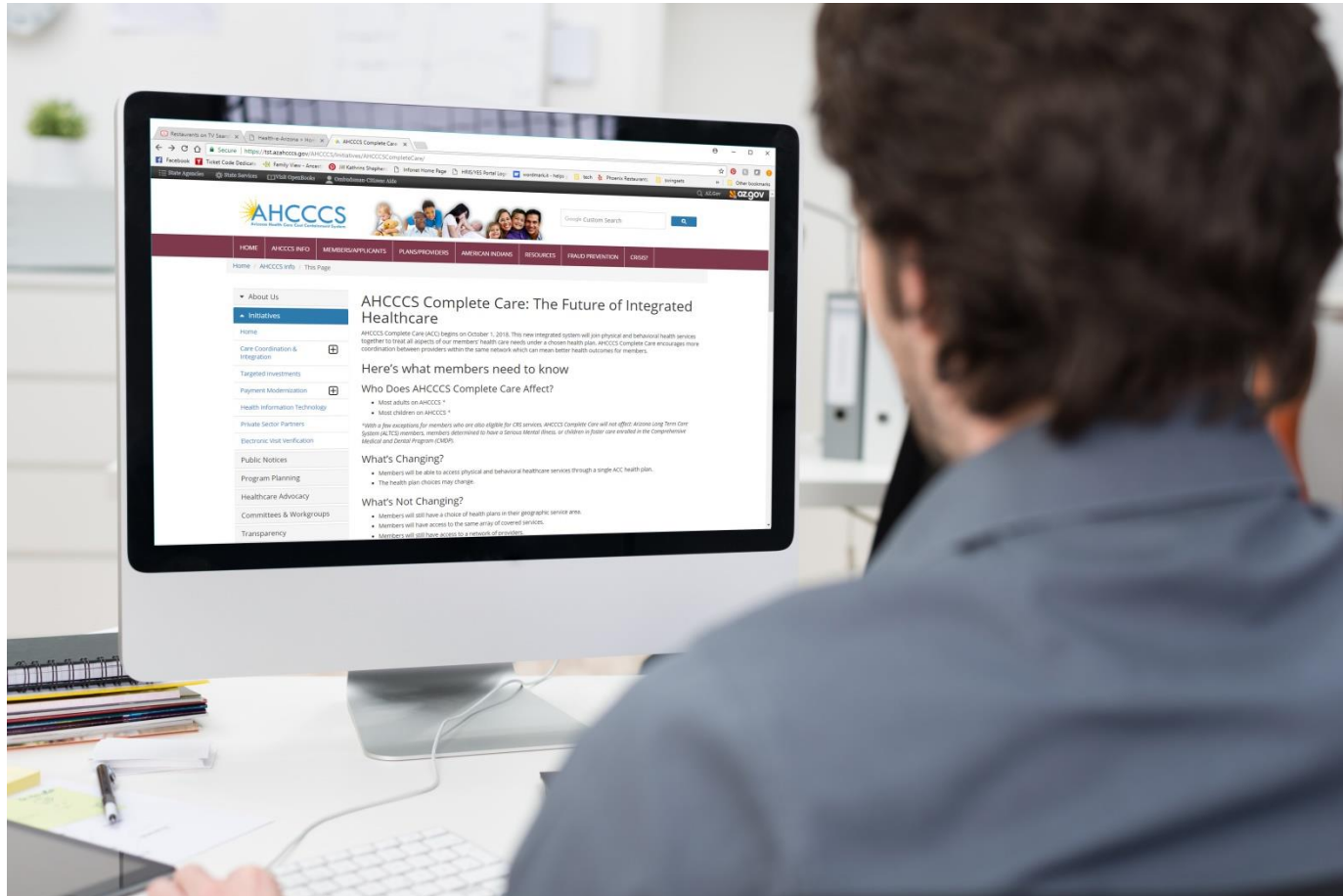




# AHCCCS Complete Care

Coming October 1, 2018

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





- ▼ About Us
- ▲ Initiatives
- Home
- 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.



A quick video to review the highlights of ACC.



## What's Changing?

- Members will be able to access physical and behavioral healthcare services through a single ACC health plan.
- The health plan choices may change.

## What's Not Changing?

- Members will still have a choice of health plans in their geographic service area.
- Members will have access to the same array of covered services.
- Members will still have access to a network of providers.
- Regional Behavioral Health Authorities (RBHAs) will continue to provide specific crisis services.
- RBHAs will continue to serve members determined to have a Serious Mental Illness, children in foster care, and members served by Department of Economic Services/DDD.

Quick reference to what is and is NOT changing.



# Learn More


View all FAQs

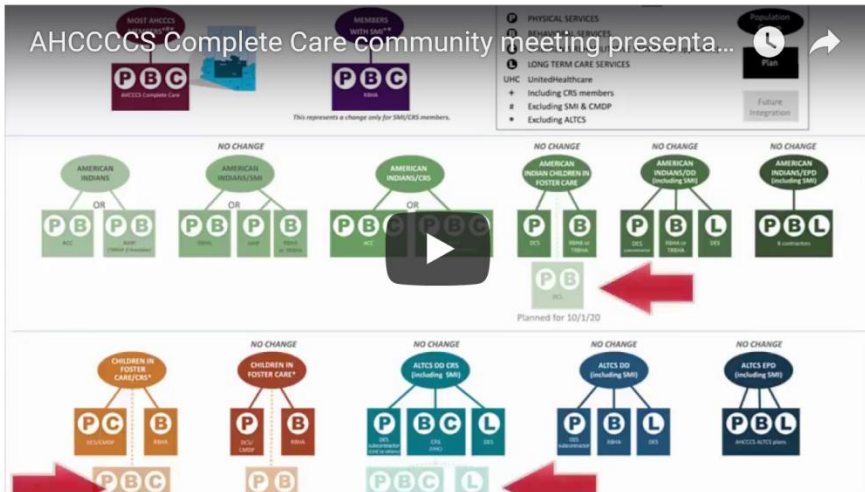
Community Meetings

Members With CRS Conditions

American Indian Members



To learn more about AHCCCS Complete Care, watch our community presentation video, [download a PDF of this presentation](#) , or attend an upcoming community meeting.



|  |                                      |
|--|--------------------------------------|
| Pinal Hispanic Council<br>107 E 4th St<br>Eloy, AZ 85131                               | May 22, 2018<br>10:30 AM - Noon      |
| Terros, Stapley Drive Integrated Care<br>1111 S. Stapley Drive<br>Mesa, AZ 85204       | May 24<br>5:00 PM                    |
| McGee Auditorium at Flagstaff Medical Center<br>1200 N Beaver Street<br>Flagstaff, AZ  | June 5, 2018<br>10:00 AM to Noon     |
| Steward Health Choice<br>1300 South Yale Street<br>Flagstaff, AZ                       | June 8, 2018<br>10:00 AM             |
| Steward Health Choice Integrated Care<br>1300 South Yale Street<br>Flagstaff, AZ 86001 | June 7, 2018<br>10:00 AM to 11:30 AM |
| Terros, 27th Ave Integrated Care<br>3864 N. 27th Ave.<br>Phoenix, AZ 85017             | June 26<br>5:00 PM                   |
| Family Involvement Center<br>5333 N. 7th Street, A-100<br>Phoenix, AZ                  | June 27, 2018<br>6:00-7:30 PM        |

Over 30 forums done statewide and many more scheduled! A full voice-over recording of the ACC presentation we are reviewing with members and providers.

when?

who?

what?

where?

# AHCCCS Complete Care (ACC)

What are you doing to help communicate the changes for most AHCCCS members to your staff?





# The Benefits of Integration

---

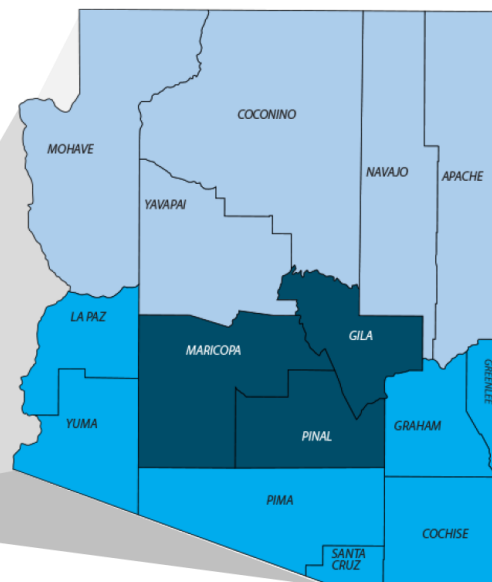
# 1

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

**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

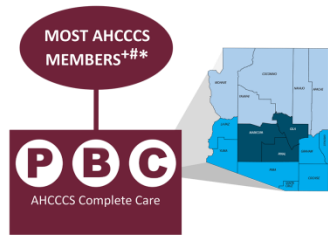
Population Group

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

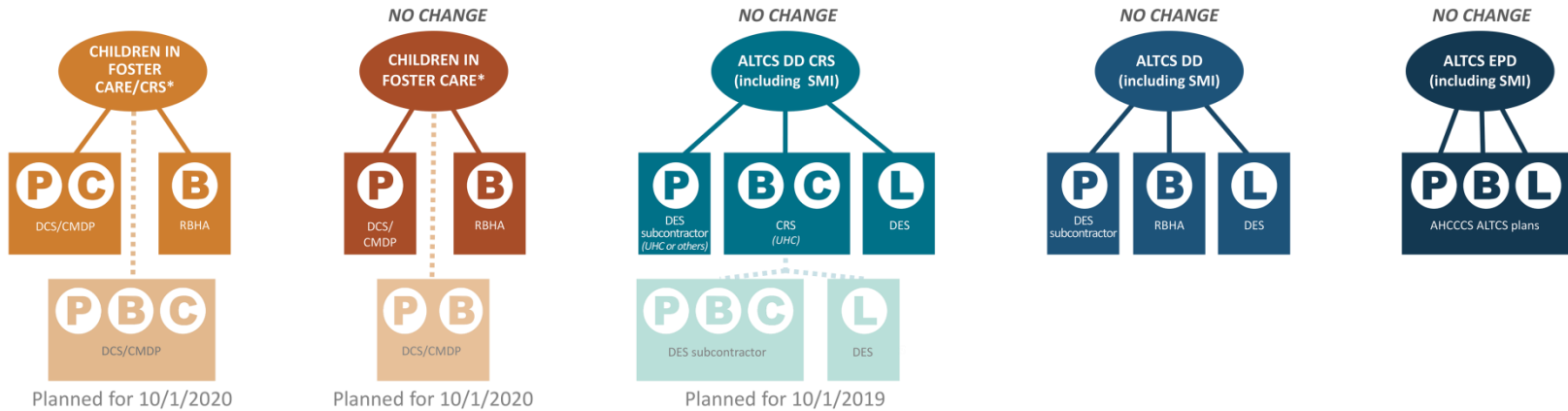
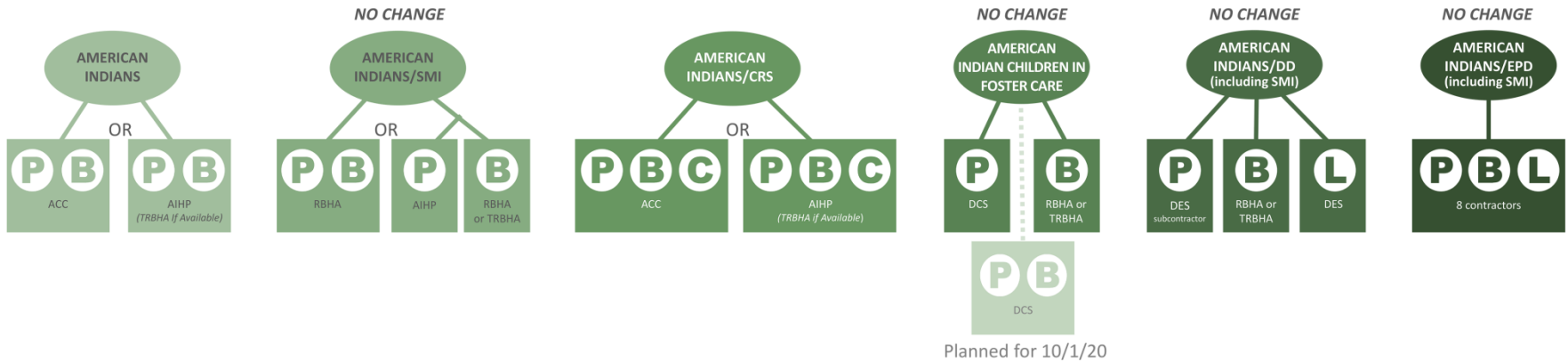
UHC UnitedHealthcare

- +** Including CRS members
- #** Excluding SMI & CMDP
- \*** Excluding ALTCS

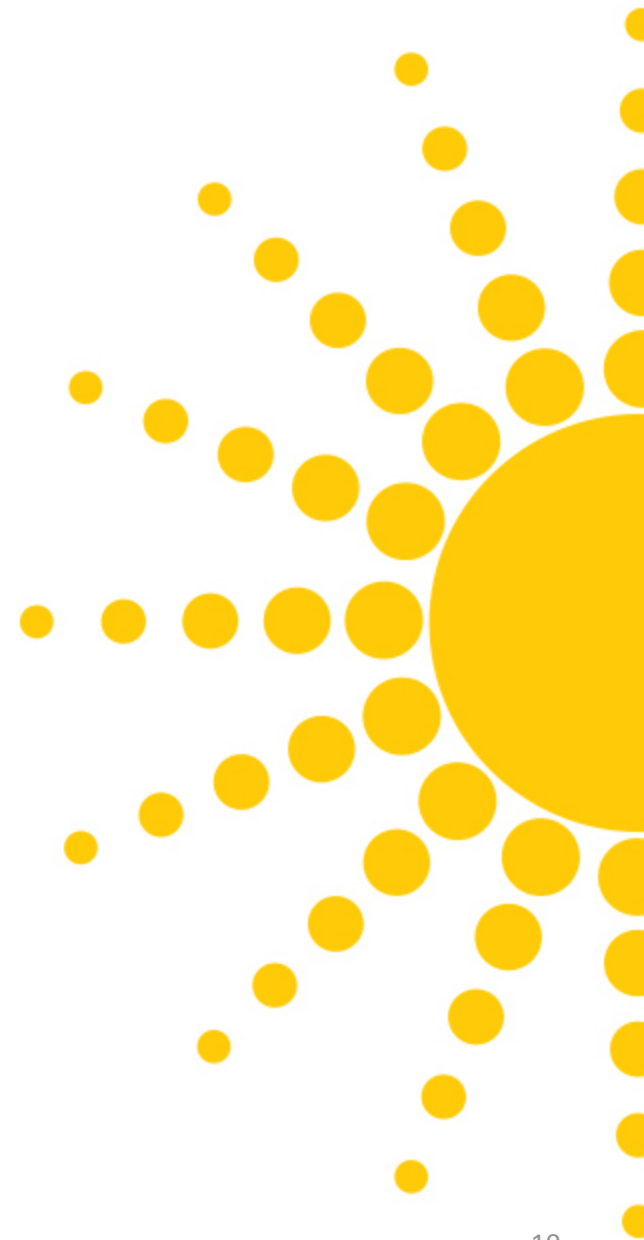
Population Group

Plan

Future Integration

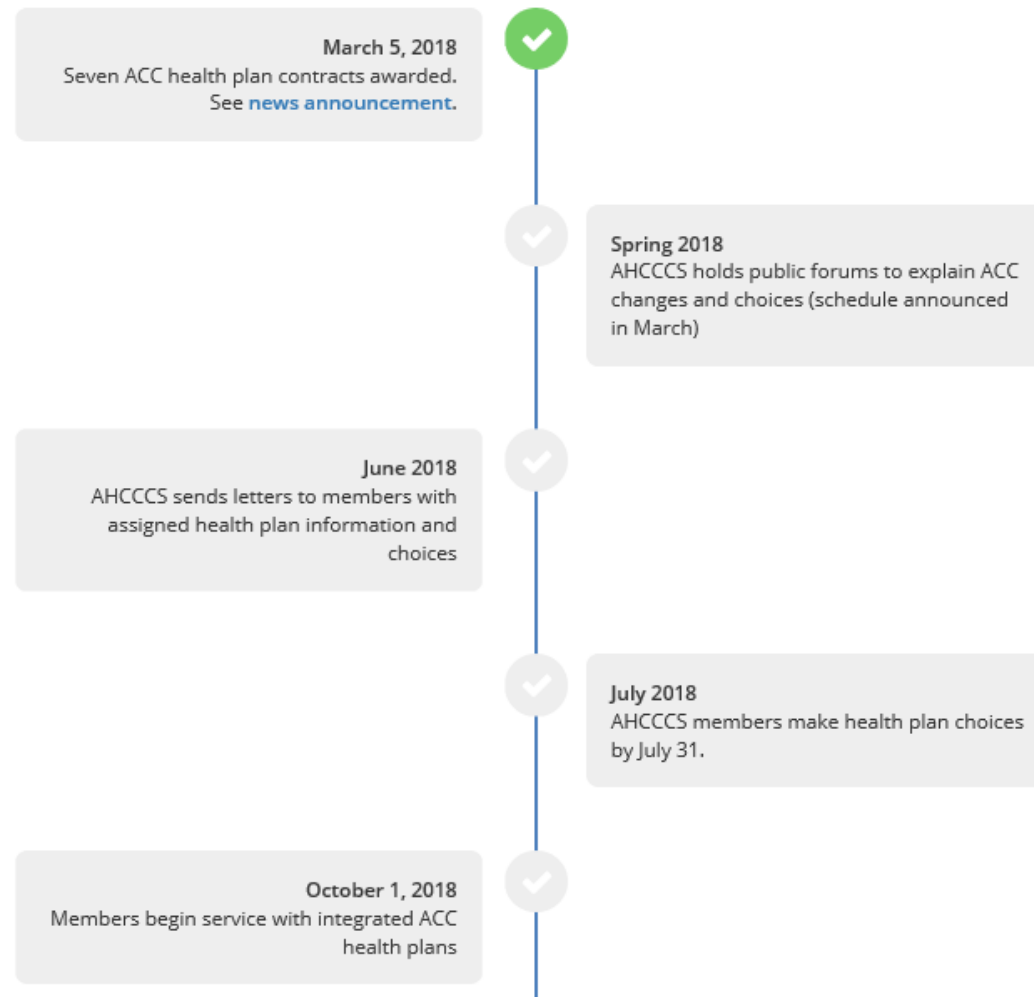


# What's Next?



# AHCCCS Complete Care Timeline

## What Happens Next?



# Children's Rehabilitative Services (CRS) Changes



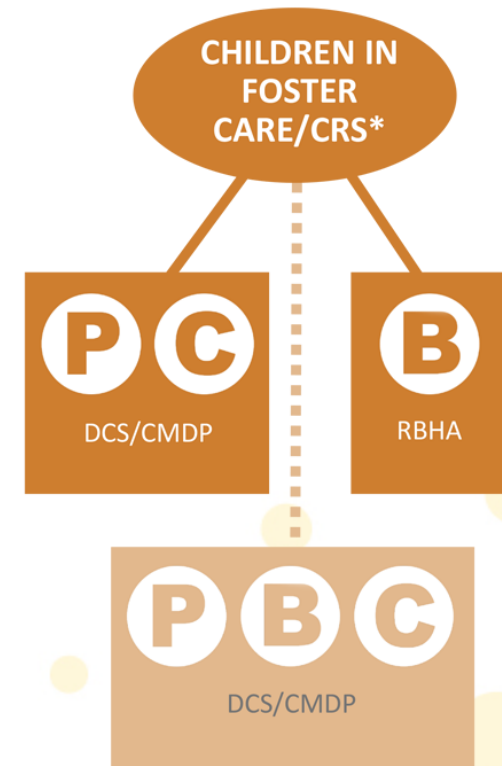
# CRS Members

---

- 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

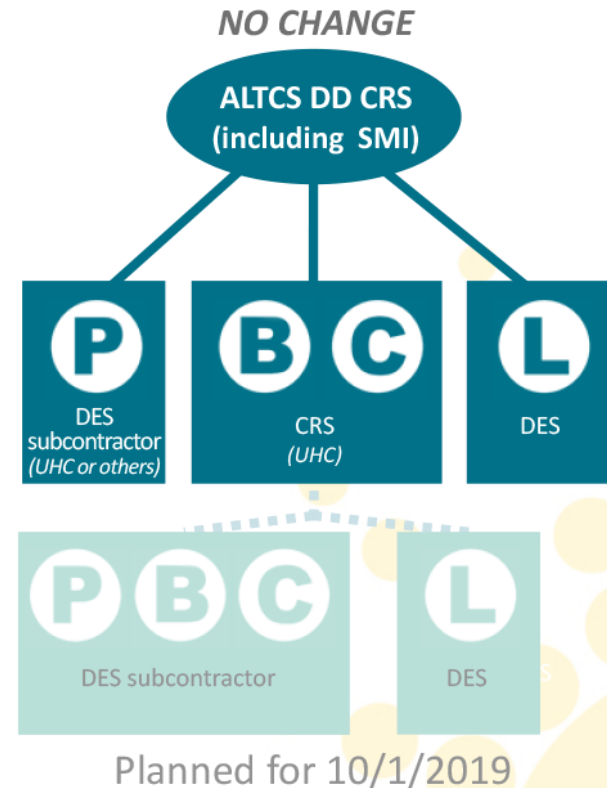
- Children in foster care with CRS conditions will receive physical health services, including services for CRS conditions, from CMDP.
- BH services will transition to RBHA



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



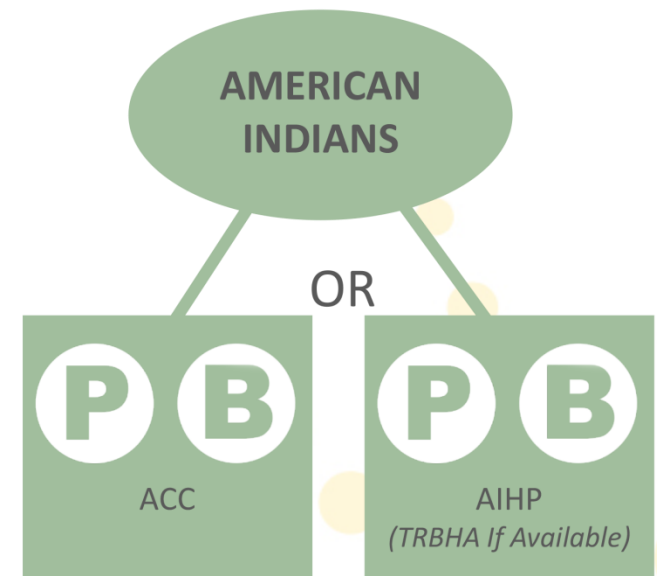
# Changes for American Indian Health Program (AIHP)

---

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

# Supporting Choice for American Indian Members

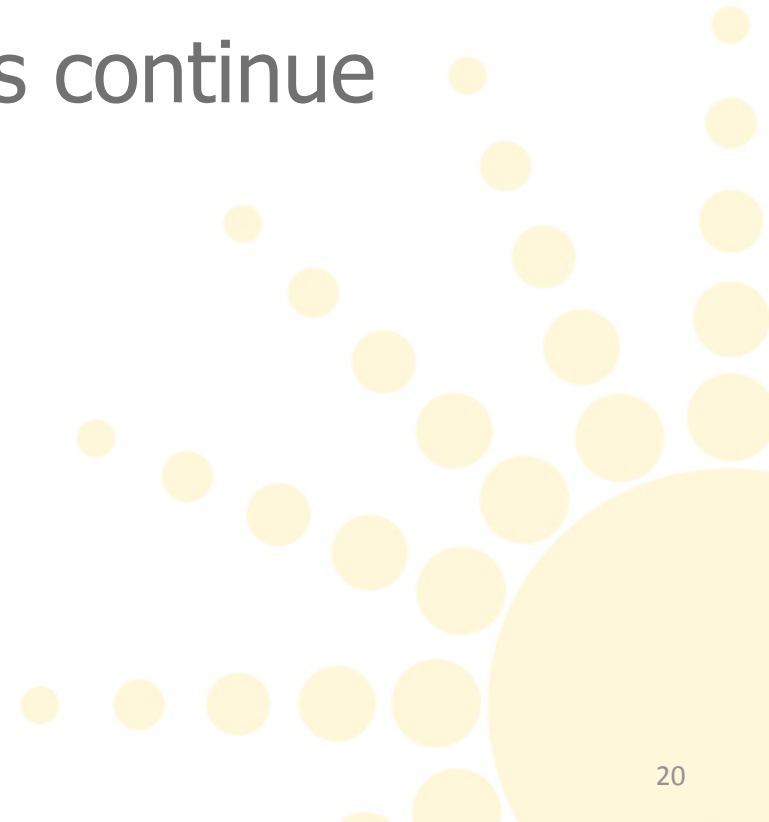
- Integrated choices for the Non-SMI populations will be available within:
  - AIHP or AIHP and TRBHA; or
  - An ACC Plan
  - AI members can still access services from an IHS/638 facility at anytime regardless of enrollment



# Choice for American Indian Populations

---

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



# Specific Transitions for American Indian Populations

| Current Health Plan Enrollment/Assignment | Assignment on 10/1/2018    |                |
|---|----------------------------|----------------|
| CRS (acute and CRS services), TRBHA       | ACC Plan                   | Approx. 350    |
| AIHP, CRS (CRS services only) and TRBHA   | AIHP and TRBHA             | Approx. 700    |
| AIHP, CRS and RBHA                        | AIHP                       | Approx. 300    |
| AIHP and TRBHA                            | AIHP and TRBHA – No Change |                |
| AIHP and RBHA                             | AIHP                       | Approx. 41,000 |
| Acute Plan and TRBHA                      | ACC Plan                   | Approx. 200    |
| Acute Plan and RBHA                       | ACC Plan                   | Approx. 37,000 |
| CMDP and TRBHA                            | CMDP and TRBHA- No Change  |                |
| <u>DDD and TRBHA</u>                      | DDD and TRBHA-No Change    |                |

Other things to be aware of...





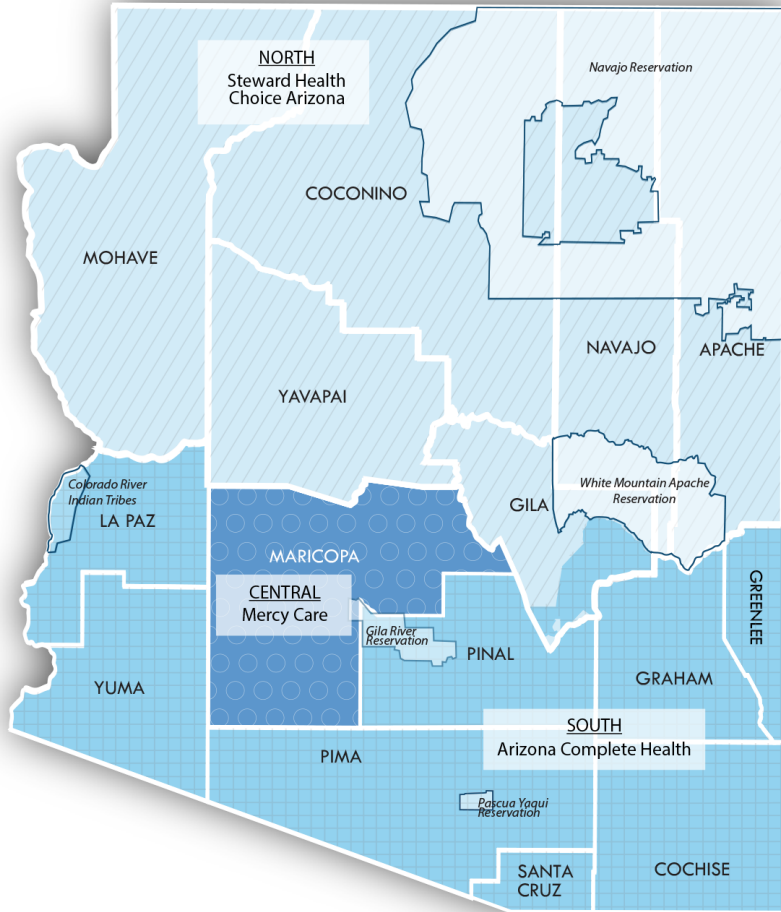
# Changes with RBHA services

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

---

- 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

Thank you!

