

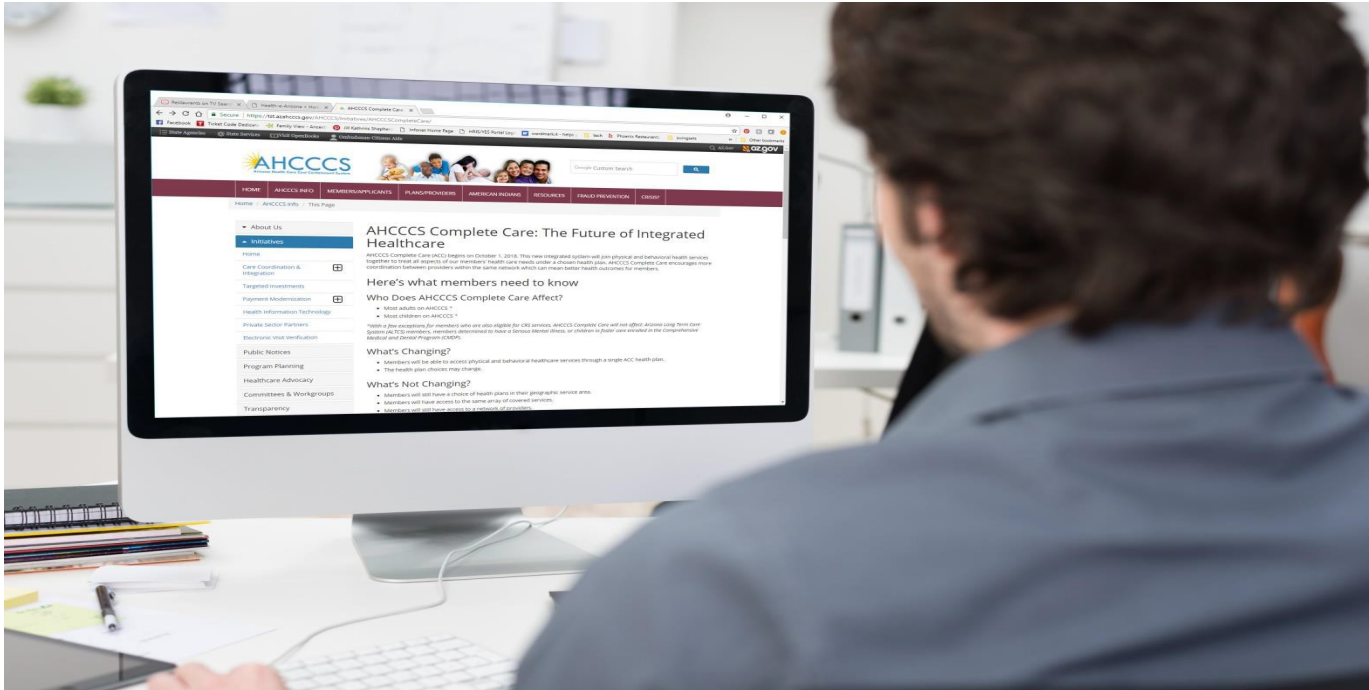


AHCCCS Complete Care (ACC)

June 2021

Note: This presentation was designed to explain AHCCCS Medical and Behavioral Health Integration, which occurred on October 1, 2018

Information on AHCCCS Complete Care (ACC) is available at:
www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/





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Frequently Asked Questions

[View General FAQs \(.pdf\)](#)

[View American Indian Member FAQs \(.pdf\)](#)

[View Provider FAQs - AHCCCS Complete Care for American Indians \(.pdf\)](#)

[View FAQs for Members with CRS Conditions \(.pdf\)](#)

[View Crisis Service FAQs \(.pdf\)](#) (Updated 10/6/2020)

[View FAQs for Providers \(.pdf\)](#)

[Download the ACC Provider Flyer \(.pdf\)](#)

[View Non-Title XIX/XXI FAQs \(.pdf\)](#)

[View COE-COT FAQs \(.pdf\)](#) (Updated 5/6/2019)

General Questions

Q1: What is an AHCCCS Complete Care Health Plan (ACC Plan) and how is it different than my current health plan?

Q2: When is the change to ACC Plans happening?

Q3: Who will be affected by this change?

Q4: How will an ACC Plan benefit me?

Q5: Will covered services change?

Q6: What are the geographic service areas (GSA) to be served by ACC Plans?

Q7: What are the available ACC Plans in each geographic service area (GSA)?

Q8: Will I be assigned to an ACC Plan or will I have choice of available ACC Plans?

ACC FAQ webpage:

<https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/faq.html>



AHCCCS Complete Care (ACC)

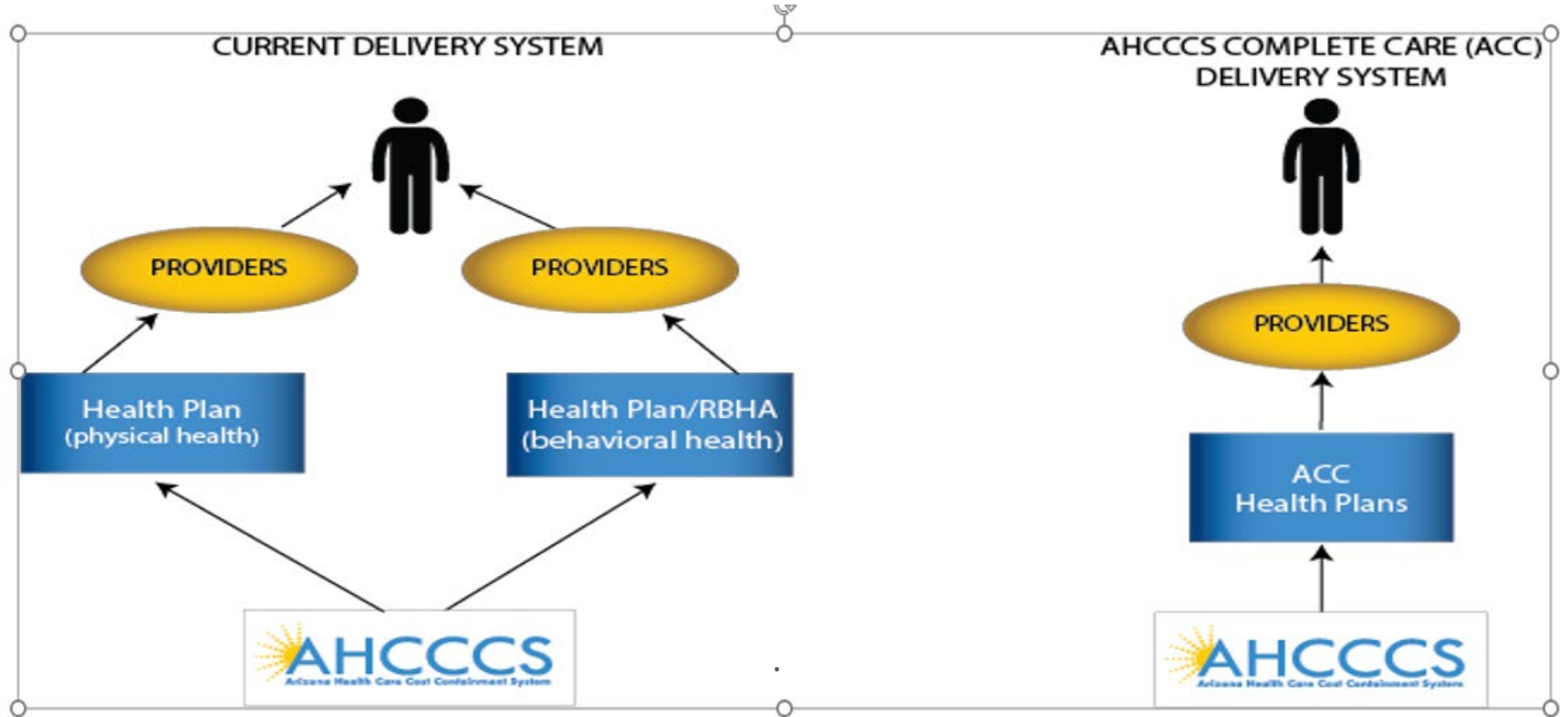
Who, What, When?

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

Vision-Integration at all 3 Levels



Who is Affected and When?

- Affects most adults and children on AHCCCS
- Members enrolled in Children's Rehabilitative Services (CRS)

It does not affect:

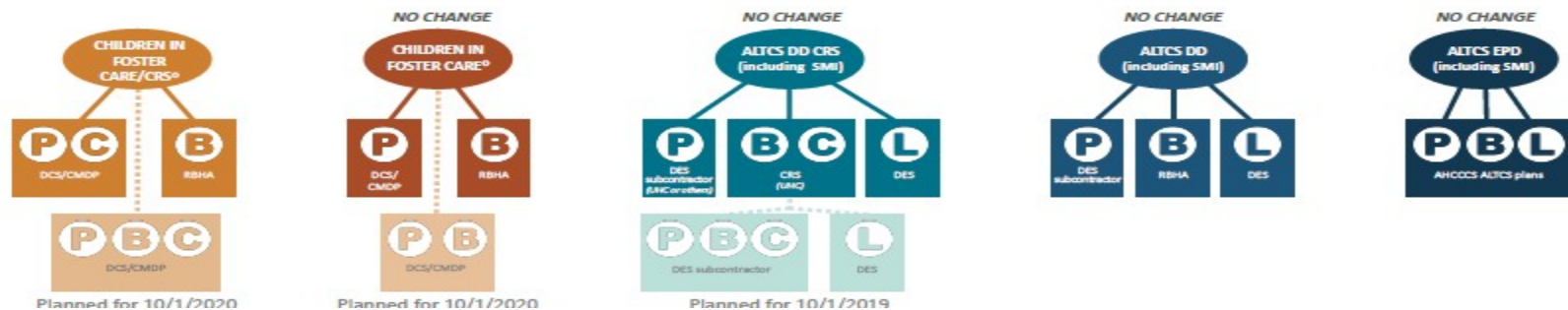
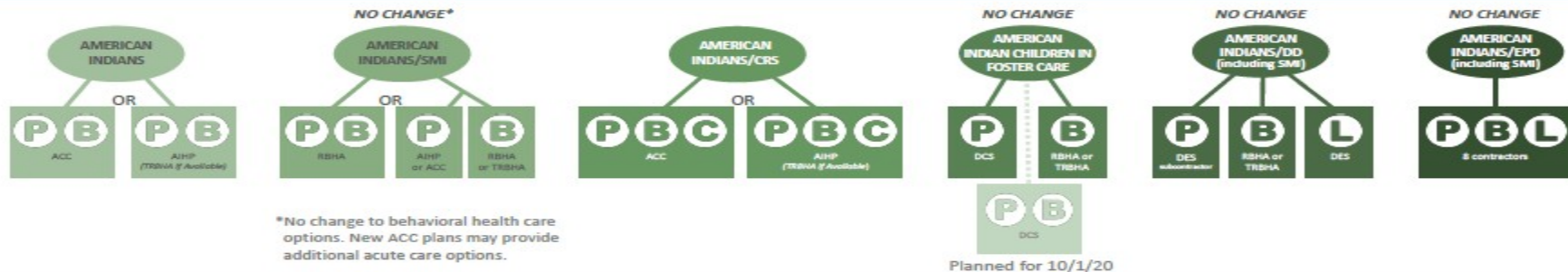
- Member's on ALTCS (EPD and DES/DD)
- Adult members with serious mental illness (SMI)
- Most comprehensive Medical Dental Plans (CMDP)

2018-2019 AHCCCS COMPLETE CARE (ACC) INTEGRATION



This represents a change only for SMI/CRS members.

KEY		Population Group
P	PHYSICAL SERVICES	Plan
B	BEHAVIORAL SERVICES	
C	CHILDREN'S REHABILITATIVE SERVICES (if applicable)	
L	LONG TERM CARE SERVICES	
UHC UnitedHealthcare		Future Integration
+ Including CRS members		
# Excluding SMI & CMDP		
0 Excluding ALTCS		

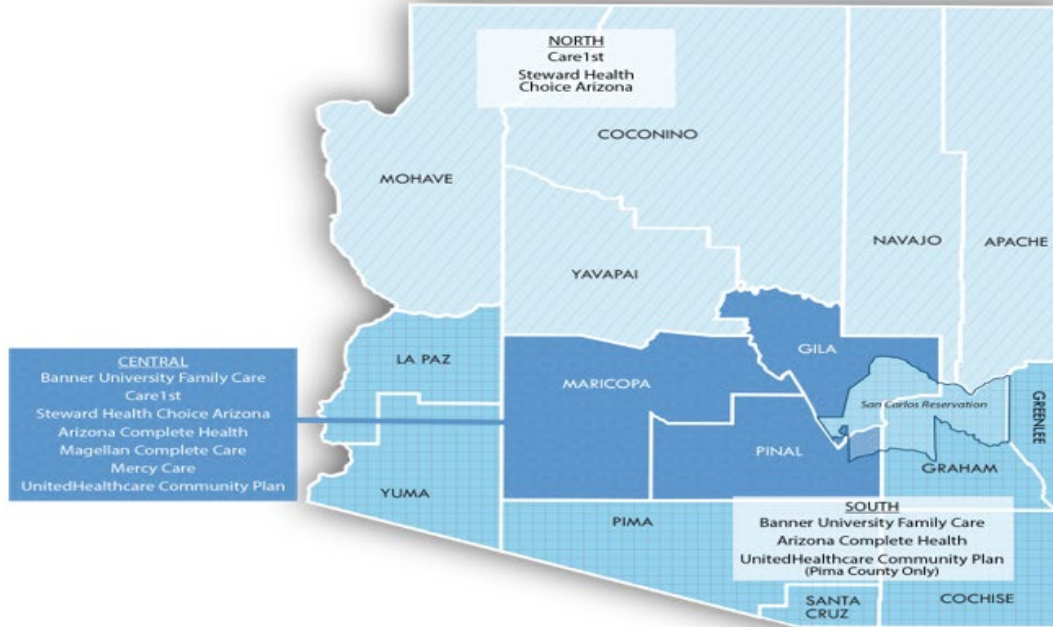




AHCCCS Complete Care (ACC) Health Plans

Who and Where?

ACC Plan Geographic Service Areas



Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

AHCCCS Complete Care (ACC) Plans

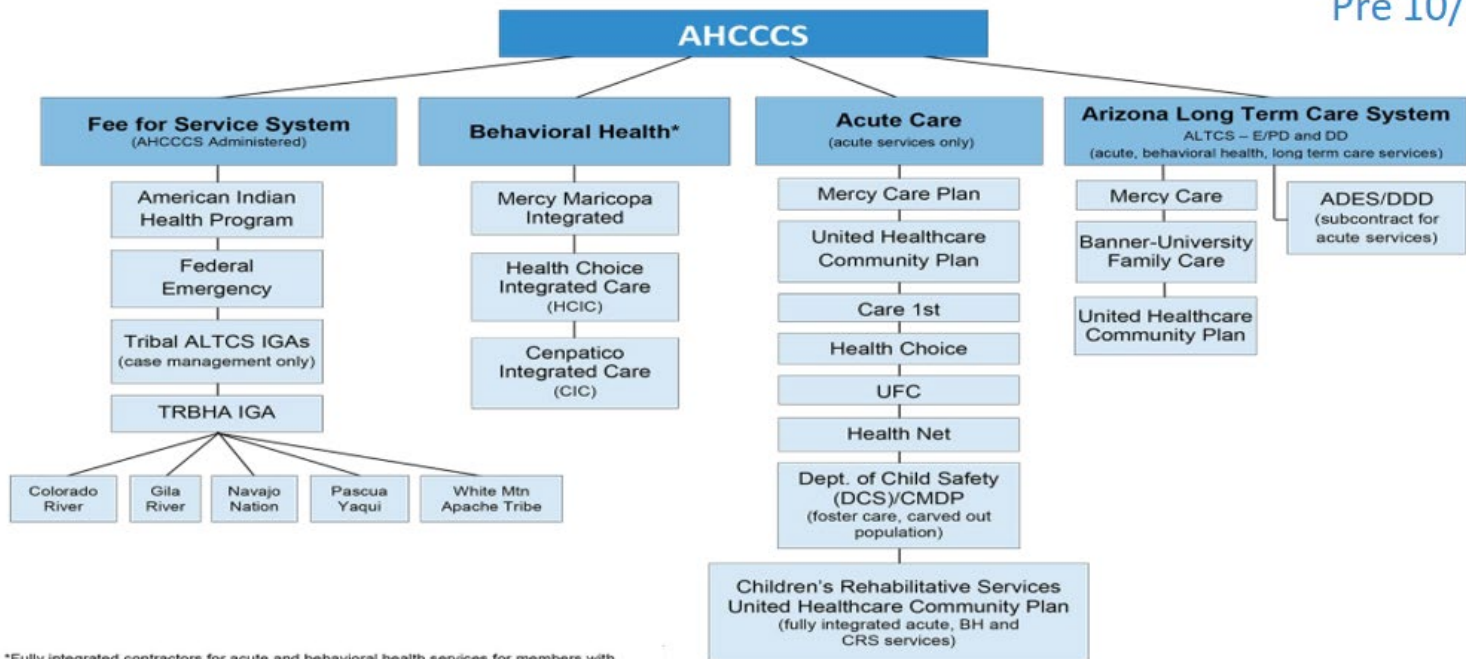
North GSA (Apache, Coconino, Mohave, Navajo and Yavapai Counties)	Central GSA (Maricopa, Gila and Pinal Counties)	South GSA (Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma counties)
<ul style="list-style-type: none">• Care 1st• Health Choice Arizona	<ul style="list-style-type: none">• Banner University Family Care• Care 1st• Health Choice Arizona• Arizona Complete Health• Magellan Complete Care• Mercy Care• United Healthcare Community Plan	<ul style="list-style-type: none">• Banner University Family Care• Arizona Complete Health• United Healthcare Community Plan (Pima County only)

AHCCCS Complete Care (ACC) Plans

ACC Health Plan	Website	Phone Number
Care 1 st Health Plan	www.care1staz.com	1-866-560-4042
Health Choice Arizona	www.HealthChoiceAZ.com	1-800-322-8670
Magellan Complete Care	www.mccofaz.com	1-800-424-5891
Mercy Care	www.mercycareaz.org	1-800-624-3879
Banner-University Family Care	www.bannerufc.com/acc	1-800-582-8686
United Healthcare Community Plan	https://www.uhcommunityplan.com	1-800-348-4058
Arizona Complete Health-Complete Care Plan	www.azcompletehealth.com/completecare	1-888-788-4408

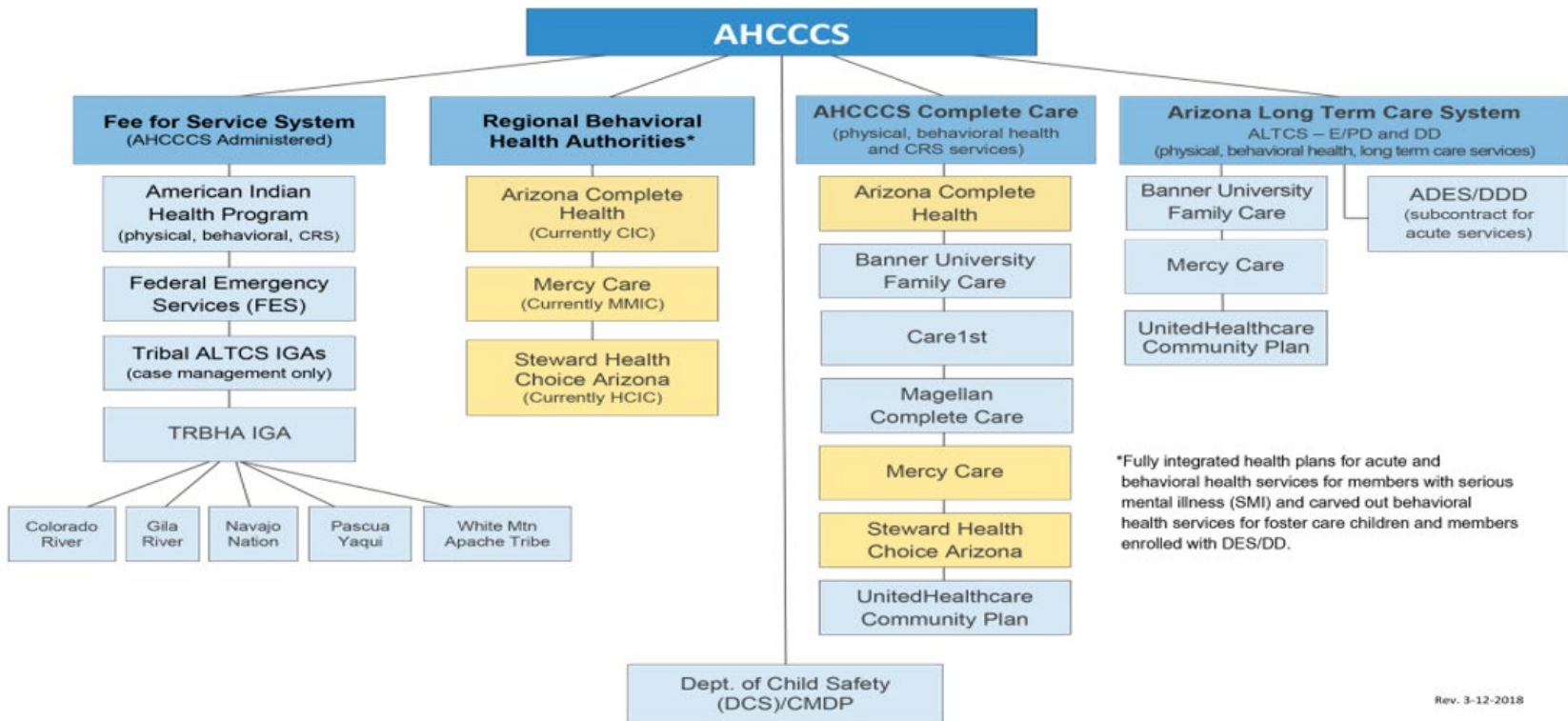
Current Care Delivery System

Pre 10/1



*Fully integrated contractors for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for Acute Care/DD adults with general mental health and substance abuse needs (GMH/SA) and children.

Care Delivery System as of October 1, 2018



Rev. 3-12-2018



What's Next?

RHBA Affiliated ACC Plans

GSA	RBHA (current)	RBHA Affiliated ACC
North	Health Choice Integrated Care	Steward Health Choice Arizona
Central	Mercy Maricopa Integrated Care	Mercy Care
South	Cenpatico Integrated Care	Arizona Complete Health



Children's Rehabilitative Services (CRS) Changes

CRS Members

- CRS members have a choice of ACC Plan
- Members enrolled with CRS now receive all physical health and behavioral health services from an ACC Plan.
- CRS members continue to be identified and designated by AHCCCS.



American Indian Health Program (AIHP) Changes

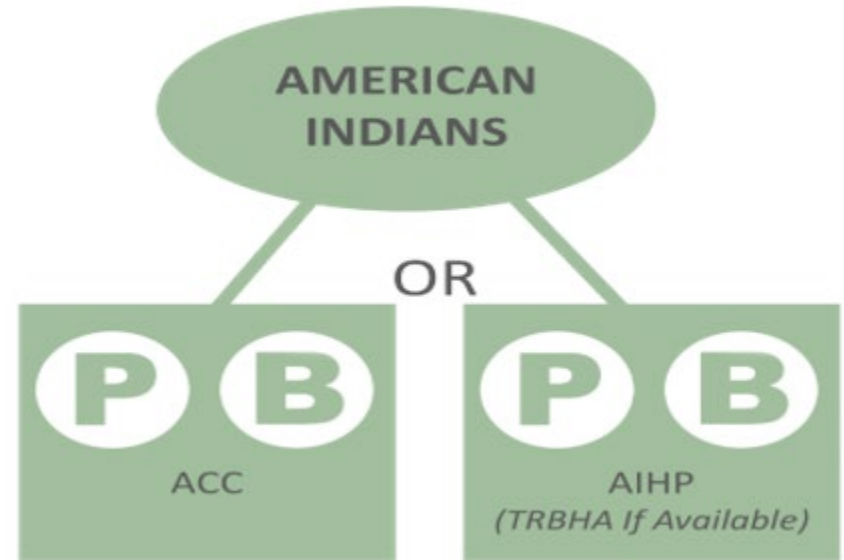
Changes for American Indian Health Program (AIHP)

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

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 continue to have the same frequency of choice options
- Enrollment options continue
- American Indian members can still choose to change enrollment between AIHP or the AHCCCS Complete Care (ACC) Plan at any time. However, a member can still only change from one ACC Plan to another once a year.

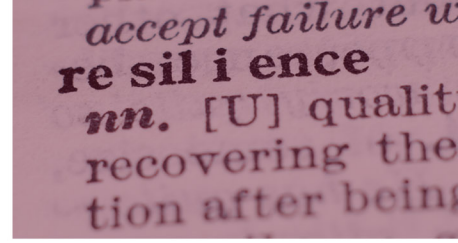
Provider Participation Agreement (PPA)

- As stated in the PPA, with respect to Fee-For-Service eligible persons, the Provider agrees to bill and accept payment in accordance with the terms of this Agreement, state and federal rules and regulations, and all pertinent documents incorporated by reference.
- All AHCCCS registered providers, do not require a separate contract with AIHP.

Resources

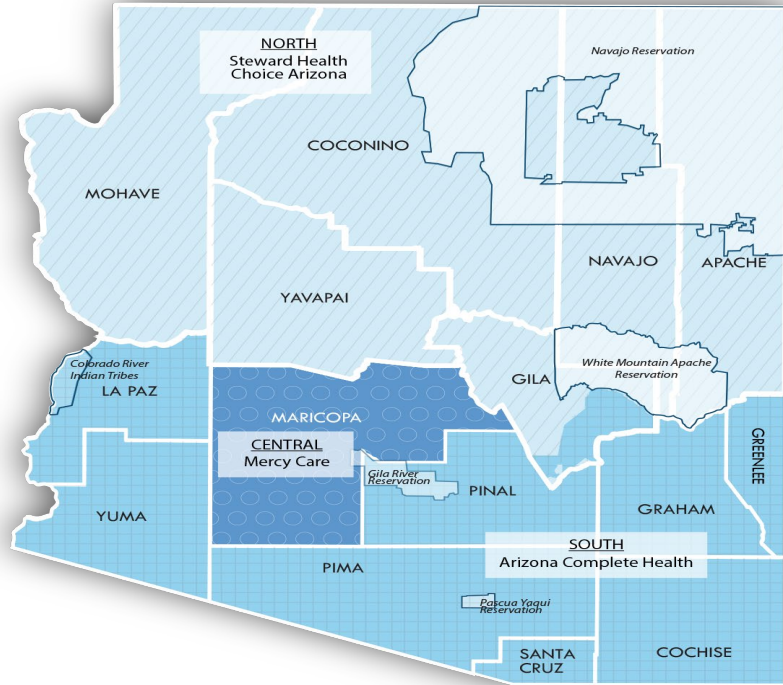
Policy changes and updates related to Integration are reflected in the following manuals:

- AHCCCS Medical Policy Manual (AMPM)
 - <https://www.azahcccs.gov/shared/MedicalPolicyManual/>
- AHCCCS FFS Provider Billing Manual
 - <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>
- AHCCCS IHS/Tribal Provider Billing Manual
 - <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHSTribalbillingManual.html>



Additional Information

RBHA/TRBHA and Crisis Services



- The Crisis system responsibilities will remain with the RBHA (in their respective GSA areas)

Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

Continuity of Care – Plan Provider Transitions

- For members who transitioned, the ACC Plans had to:
 - Allow members receiving BH treatment continued access to specific providers as listed in their treatment plan (if agreed to by provider) for the duration of their treatment or 6 months; whichever occurred first
 - Allow members with CRS qualifying conditions undertaking an active course of treatment on plan (if agreed to by provider) for the duration of their treatment or 6 months; whichever occurred first

American Indian Health Program (AIHP)

What is AIHP and who does it serve?

What is AIHP?

The AHCCCS American Indian Health Program (AIHP) provides medically necessary services for enrolled members. The program also provides coverage for preventive and behavioral health care services.

American Indians and Alaska Natives (AI/AN) enrolled in AHCCCS or Children's Health Insurance Program (KidsCare) may choose to receive their coverage through the *AHCCCS American Indian Health Program (AIHP)* or one of the AHCCCS-contracted managed health plans.

Health Plan ID #999998

Enrollment

What options are available?

Enrollment Options

Members have the option to choose a health plan to receive both their physical and behavioral health services and may enroll in either:

- The AHCCCS American Indian Health Program (AIHP);
- AIHP and a TRBHA if available; or
- An AHCCCS Complete Care Plan of their choice.

Unique Program Changes

- AI/AN members can switch their enrollment between AHCCCS AIHP and an AHCCCS Complete Care plan and back again at any time.
- However, a member can change from one AHCCCS Complete Care plan to another (for example, Steward Health Choice Arizona to Care1st) only once a year.

Services

Where can AIHP Members obtain services?

Services

- Regardless of health plan enrollment, physical and behavioral health services may always be received at *any* IHS or tribally owned and/or operated 638 facility.
- A member enrolled in AIHP may also receive services at any AHCCCS-registered provider that sees Fee-for-Service members.
- If an AI/AN member chooses an AHCCCS Complete Care plan, they are still able to receive physical and behavioral health services from IHS providers and tribally owned and/or operated 638 facilities.
 - In addition, members are able to receive services from any provider that is a part of their AHCCCS Complete Care plans network.

Services Continued...

AHCCCS does not pay for:

- Physical exams needed by outside public or private agencies such as:
 - Exams for insurance,
 - Pre-employment physical examinations,
 - Sports exams or exams for exercise programs (except for children under the age of 21),
 - Pilot's examinations,
 - Disability exams, or
 - Evaluation for lawsuits.

Medications

AHCCCS pays for medicines prescribed by providers. There are three places AIHP members can go to get their medicines:

- Indian Health Service facilities,
- Tribal Facilities, or
- Pharmacies that are part of the AHCCCS Pharmacy Benefit Manager (PBM).
 - AIHP Pharmacy Information
 - [AIHP FFS Pharmacy Network](#)

Coverage Outside of Arizona

As an AIHP or TRBHA member, they may be covered by AHCCCS if temporarily out of the state, but still an Arizona resident. A member may receive services if:

- Medical services are needed because of a medical emergency,
- Member needs treatment that they can only get in another state, or
- Member has a chronic illness and their condition must be stabilized before returning to Arizona.