AHCCCS Hot Topics - Arizona Long Term Care System (ALTCS)
Elderly/Physically Disabled (EPD) Request for Proposal (RFP)

Monday September 19, 2022
Welcome to AHCCCS Hot Topics

While you are waiting TEST YOUR AUDIO. LISTEN FOR MUSIC.
You were automatically muted upon entry. Please only join by phone or computer. Please use the chat feature for questions or raise your hand.

Thank you.
Crisis Counseling Program

The Crisis Counseling Program, Resilient Arizona, originally awarded in June of 2020 is coming to a close March 3 after two extension opportunities.

- **1800** members served
- Other contact information and materials have been extended to over **100,000** over the course of the grant period.

THERE ARE NO CHANGES TO THE STATEWIDE CRISIS SYSTEM ACCESSIBLE AND FREE TO ANYONE IN ARIZONA. ARIZONA’S CRISIS LINES ARE OPEN 24/7 AND OPERATED BY TRAINED CRISIS SPECIALISTS.
Do you know that anyone in Arizona can access crisis services?
How to access the crisis line in your area

**North GSA**

**Central GSA**
- **Maricopa County:** Mercy Care 1-800-631-1314

**South GSA**
- **Counties:** Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Pinal, Santa Cruz, Yuma: Arizona Complete Health - Complete Care Plan 1-866-495-6735

**Tribal**
- Ak-Chin Indian Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432
- Tohono O’odham Nation: 1-844-423-8759
Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

Log in or create an account today at www.healthearizonaplus.gov
Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.
Zoom Webinar Controls

Navigating your bar on the bottom...

Audio Settings

Select a Microphone
- Microphone (Realtek High Definition Audio)
- Same as System (Microphone (Realtek High Definition Audio))

Select a Speaker
- Realtek Digital Output (Realtek High Definition Audio)
- Realtek Digital Output (Optical) (Realtek High Definition Audio)
- DELL U2713HM (AMD High Definition Audio Device)
- Speakers (Realtek High Definition Audio)
- Same as System (Speakers (Realtek High Definition Audio))
- Test Speaker & Microphone...
- Switch to Phone Audio...
- Leave Computer Audio...
- Audio Settings...

Turn on Closed Captioning

- Show Subtitle
- View Full Transcript
- Subtitle Settings...

Raise Hand

- Raise Hand

Chat

KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand
Mac: Option+Y to raise or lower your hand
Audio Settings
**Tips for successful ZOOM PARTICIPATION**

1. **MUTE** your mic when you’re not speaking.
2. **BACKGROUND NOISE** watch when turning on mic.
3. **Limit the DISTRACTIONS** around you.
4. **Look at the CAMERA** not your screen.
5. **PREPARE & queue** docs or links that you plan to share.
6. **Stay FOCUSed** by not texting or side conversations.
7. **Use GALLERY VIEW** to see all participants.
8. **Use CHAT** to ask questions or share resources.
This Meeting Is Being Recorded

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Please disconnect from this meeting if you do not agree to these terms.
Arizona Long Term Care System (ALTCS) Elderly/Physically Disabled (EPD) Request for Proposal (RFP)

Alex Demyan - DCAIR Deputy Assistant Director
Desiree Green - DCAIR Division Project Manager
Overview

• AHCCCS is conducting a new procurement for health plans to operate the Arizona Long Term Care (ALTCS) Elderly/Physically Disabled (EPD) program as required under A.R.S. § 36-2939

• New Contracts will begin October 1, 2024

• As of May 1, 2022, the total ALTCS population is 65,962
  - Approximately 39.1% are in the ALTCS-EPD program
Overview

• Responsibility to coordinate, manage, and provide integrated care for EPD members in ALTCS, including:
  
  o Acute care (physical health), Long Term Services and Supports (LTSS), behavioral health, and case management services.
Overview

• Serve members who are elderly and/or who have a physical disability including:
  o Adults with General Mental Health/Substance Use (GMH/SU) needs excluding members enrolled in other AHCCCS Medicaid programs (e.g., ALTCS-Developmental Delay (DD)),
  o Adults with a Serious Mental Illness (SMI) designation excluding members enrolled in other AHCCCS Medicaid programs (e.g., ALTCS-DD; ACC-Regional Behavioral Health Authorities (RBHA)), and
  o Children, including those with special health care needs; excluding members enrolled in other AHCCCS Medicaid programs (e.g., AHCCCS Complete Care (ACC); ALTCS-DD).
Overview

• Long Term Services and Supports (LTSS)
  - Services and supports provided to members of all ages who have functional limitations and/or chronic illnesses that have the primary purpose of supporting the ability of the member to live or work in the setting of their choice, which may include the individual’s home, a provider-owned or controlled residential setting, a nursing facility, or an other institutional setting [42 CFR 438.2].
ALTCS Eligibility

• ALTCS eligibility consists of two elements: financial and medical.

• Financial eligibility looks at gross income from all sources, resources (also known as assets), certain types of trusts, and transfers of resources.

• Income and resources have limits that cannot be exceeded.
  
  o Information is obtained through electronic sources, an interview with the applicant, and any documents that may be requested to make the financial determination.
Medical Eligibility and Enrollment

• The Pre-Admission Screening (PAS) tool is administered in an interview with the applicant and any caregivers. The tool consists of functional and medical questions.

• Applicants who are receiving services through the Division of Developmental Disabilities (DDD) are assessed using the DD tool and those who are not eligible through DDD are assessed using the EPD tool.

• If the applicant qualifies both financially and medically, they are approved.
  o If assessed as an EPD customer, they are enrolled with one of the ALTCS-EPD Health Plans.
  o If assessed as a DD customer, they are enrolled with the ALTCS-DD Health Plan.
The Current ALTCS-EPD Health Plans

<table>
<thead>
<tr>
<th>CURRENT ALTCS-EPD HEALTH PLAN</th>
<th>GEOGRAPHIC SERVICE AREA (GSA)</th>
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| UNITEDHEALTHCARE COMMUNITY PLAN | CENTRAL (Maricopa, Gila, and Pinal)  
(Excluding zip codes 85542, 85192, and 85550)  
AND  
NORTH (Mohave, Apache, Coconino, Navajo, and Yavapai) |
| MERCY CARE PLAN | CENTRAL (Maricopa, Gila, and Pinal)  
(Excluding zip codes 85542, 85192, and 85550)  
AND  
SOUTH (Pima County only) |
| BANNER-UNIVERSITY FAMILY CARE | CENTRAL (Maricopa, Gila, and Pinal)  
(Excluding zip codes 85542, 85192, and 85550)  
AND  
SOUTH (Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz, and Yuma)  
(Including zip codes 85542, 85192, and 85550) |
RFP Information
# Anticipated ALTCS EPD RFP Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>ISSUE RFP</td>
<td>August 1, 2023</td>
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<tr>
<td>HEALTH PLAN PROPOSALS DUE (by 3:00 p.m. Arizona Time)</td>
<td>October 2, 2023</td>
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<tr>
<td>AWARD</td>
<td>November 17, 2023</td>
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<td>IMPLEMENTATION/EFFECTIVE DATE</td>
<td>October 1, 2024</td>
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How to Stay updated on the RFP

• RFP Bidders’ Library
  o Visit to obtain RFP Information
    ▪ EPD RFP YH24-0001 Bidders' Library
  o To sign up for email notifications
    ▪ Sign Up for EPD RFP Notifications
Stakeholder Input
How to Submit Feedback

• Stakeholders may submit feedback via email to: EPDRFP-Feedback@azahcccs.gov

• Feedback will be accepted until October 1, 2022 5:00 p.m. MST
AHCCCS is Seeking Stakeholder Feedback

• How can AHCCCS improve our current long term care system?
• How can AHCCCS improve integration of physical, behavioral, and LTSS for the ALTCS-EPD population?
• How can AHCCCS improve LTSS assessment and care planning?
AHCCCS is Seeking Stakeholder Feedback

• What is unclear about how the long term care system works in Arizona?
• What are common challenges faced by members enrolled in ALTCS-EPD?
• What are common challenges faced by providers providing services for EPD enrolled members?
AHCCCS is Seeking Stakeholder Feedback

• What is working well with the current long term care system for EPD enrolled members?
• What do you think is most important for AHCCCS to require of the ALTCS-EPD Health Plans (e.g., monitoring)?
• How can AHCCCS continue to provide continuity of care and address any barriers especially for those living in communities that border are in areas of the state that are on the Geographical Service Area (GSA) borders?
AHCCCS is Seeking Stakeholder Feedback

• How can the ALTCS program improve member engagement and integration in communities of their choice?

• What specifically can MCOs do to further opportunities for employment, volunteerism, recreation, relationship building, cultural/religious activities, education, etc.
Questions?
Follow & Support AHCCCS on Social Media

Facebook: @AHCCCSgov
Twitter: @AHCCCSgov
Instagram: @AHCCCGov
LinkedIn: @AHCCCS
YouTube: @AHCCCSgov
Learn about AHCCCS’ Medicaid Program on YouTube!

Watch our Playlist:

Meet Arizona’s Innovative Medicaid Program
Other Resources - Quick Links

• AHCCCS **Waiver**
• AHCCCS **State Plan**
• AHCCCS **Grants**
• AHCCCS **Whole Person Care Initiative (WPCI)**
• AHCCCS **Office of Human Rights**
• AHCCCS **Office of Individual and Family Affairs**
• **Future RBHA Competitive Contract Expansion**
Please take the survey. Surveys help us better tailor meetings to your needs.
Thank You.