

TRBHA Auto – Enrollment Issues

- 1. Members are auto assigned to the appropriate T/RBHA based on zip code. As a result, many tribe members residing in metropolitan areas are assigned to the RBHA, instead of a TRBHA, as the system does not identify tribal affiliation. The members then require an inter-T/RBHA transfer.**

Concern: TRBHA report delays in inter-T/RBHA transfers from RBHA to TRBHA

ADHS' Comments: In order to effectively change a member's T/RBHA to one that differs from that determined during auto-assignment, the gaining (new) TRBHA submits a change request to ADHS indicating the member would like to be served by the TRBHA rather than the RBHA. ADHS forwards this request to AHCCCS and processes the change.

A delay in the inter-T/RBHA transfer process may arise in situations where the member is in active treatment under the RBHA, requiring the T/RBHAs to coordinate care prior to the change taking place. The TRBHAs are encouraged to notify ADHS when issues surrounding Inter-T/RBHA transfers arise.

Additionally, the TRBHAs have requested that the Health-e-Arizona (HEA) application process be modified to allow a tribal member to select their TRBHA or RBHA when applying for eligibility. ADHS believes this option, if feasible for AHCCCS, would reduce or prevent inter-T/RBHA transfer delays in the future.

AHCCCS Comments: Unfortunately, such a change to HEA would require a significant change and resources to various non-HEA eligibility systems and interfaces, including TIPS, ACE, AZTECS, and PMMIS. Many of the resources required to make such a change, including programming, are currently being dedicated to numerous I.T. changes one of which is the state Health Insurance Exchange infrastructure which is set to be completed by October 2013. AHCCCS will consider adding such an enrollment option as part of the larger programming project for the Health Insurance Exchange.

- 2. If a TRBHA member residing in a zip code not assigned to the TRBHA loses AHCCCS eligibility and then regains eligibility the member is assigned to the RBHA not the former TRBHA.**

Concern: The process is frustrating for members and TRBHAs.

AHCCCS Comments: AHCCCS has developed new system logic; starting 1/2012 if a member was receiving services from the TRBHA at time of disenrollment the member will be re-assigned to that TRBHA upon re-enrollment.

ADHS' Comments: ADHS supports AHCCCS' efforts to assign tribal member to their previous contractor in instances where they lose and then regain AHCCCS eligibility. We

particularly believe this will greatly help with Pascua Yaqui's (in Guadalupe) assignment issues.

3. The TRBHAs have requested access to contact AHCCCS directly and change the member demographic information.

Concern: In the current process, the T/RBHAs submit daily change files to ADHS, ADHS then submits the information electronically to AHCCCS via a daily change file process. AHCCCS uses the information to create an 834 file and transmits the information daily to the Contractors and ADHS. ADHS returns the information to the T/RBHA. Should the T/RBHA circumvent this process and change the information directly with AHCCCS two issues occur: 1) the data integrity will be compromised; 2) any file submitted by ADHS as the source data overrides the "updated" information in AHCCCS' system.

AHCCCS Comments: AHCCCS will not change the current process due to the challenges described. The TRBHA and ADHS should work together to ensure timely submission and receipt of member demographic information.

ADHS' Comments: ADHS supports AHCCCS in maintaining the current process whereby changes to demographic information must be done by the eligibility-determining agency, rather than permit direct changes be submitted to AHCCCS. Doing so is the most effective way to ensure data integrity across the service delivery system.

ADHS will continue to provide technical assistance to the tribes as necessary to help the return to the eligibility agency and make changes appropriately.

4. The TRBHAs has encountered ongoing issues with the development and implementation of electronic file transmission to and from ADHS. Thus, delaying the system updates to the member demographics.

Concern: The TRBHA and ADHS do not have the most current member information.

ADHS' Comments: ADHS transfers all AHCCCS information to the tribes in a daily file and continues to work with the tribes to address issues they have had with their IT vendor.

5. TRBHAs report they do not have a contact at BHS with decision making authority.

ADHS' Comments: ADHS regrets any issues the tribes have had with receiving assistance and will work to resolve these issues immediately.