

Health-e-Arizona Plus (HEAplus) Status Report
AHCCCS Tribal Consultation
August 15, 2013

1. Governor Brewer made a decision November 28, 2012 to defer to the Federally Facilitated Marketplace (FFM) rather than build a State Based Marketplace in Arizona. As a result of the Governor's decision there will be two systems that can access Insurance Affordability Programs (IAPs) in Arizona. IAPs include AHCCCS, KidsCare, Premium Tax Credits and Cost Sharing Reduction programs.
2. Arizona will implement a new eligibility system on October 1, 2013 (HEAplus), taking the first big step to consolidating, modernizing and streamlining its eligibility systems and processes as part of new Medicaid requirements under the Affordable Care Act. (ACA).
3. HEAplus will provide on line access to community assisters, consumers and state employees through three different portals. Each portal will provide slightly different information, tools and access to the system, based on the needs of each group.
4. Individuals using the system can submit applications, renewals and changes for AHCCCS, KidsCare, SNAP, and TANF. AHCCCS applications can potentially be processed and a determination made by the HEAplus system for consumers or community assisters, without sending the application to an eligibility worker, if all necessary information and verification can be provided by the system user. AHCCCS applications that require additional research, and SNAP and TANF applications will be processed by eligibility workers.
5. DES is adding kiosks to their offices. They have been experimenting in 6 large offices in Maricopa and Pima Counties, and are now adding kiosks to the Tuba City Office.
 - Future lobby designs will have room for kiosks and lobby chairs
 - A kiosk has a computer keyboard, monitor, phone, and eventually will have a scanner
 - Consumers check into the office for an appointment; to inquire on applying for benefits; to ask questions; obtain an EBT card; have their finger image completed; or return verification
 - Some consumers will be waiting in the lobby for assistance and some will use a kiosk to apply on line
 - Consumers will have the use of a computer to apply for benefits only
 - Consumers will be completing interviews at their kiosk via telephone to the worker in the back office
 - Additional DES staff will be on hand in the lobby to direct consumers and assist consumers applying at the kiosks with navigational help and general questions
 - Having the kiosks up and operational will enhance the consumer office experience with applying on-line, due to our implementation of the HEAplus system and the ACA on 10/01/14

6. If individuals are ineligible for AHCCCS because their income is over the limit, the system will forward their data to the FFM for a determination of premium tax credit and cost sharing reduction eligibility. The FFM will notify the individual of their determination. If the individual is eligible for premium tax credits and/or cost sharing reductions or is not eligible, but still wants to purchase insurance, they will need to go on line into the FFM system or call the FFM Call Center in order to select and purchase a Qualified Health Plan for services effective 1/1/14.
7. Individuals may start the application process on line at the FFM web site, where they can apply for premium tax credits, cost sharing reduction programs and AHCCCS. If individuals apply for AHCCCS in the FFM system, the system will assess eligibility for AHCCCS and forward an AHCCCS application to HEAplus for determination of AHCCCS eligibility in the HEAplus system. HEAplus will notify the FFM system of the outcome of the AHCCCS application. If the AHCCCS application cannot be approved because the consumer is over the income limit, the FFM will process the premium tax credit and cost sharing reduction application.
8. The HEAplus Customer Support Center (for DES and AHCCCS), hosted by Xerox, will transfer calls as needed to the FFMS Call Center. The FFM Call Center will transfer calls as need to the Arizona Call Center. The HEAplus Customer Support Center in Arizona will combine many of the functions performed separately today by AHCCCS and DES call Centers. Starting October 1, 2013, Consumers can always call the new HEAplus Customer Support Center to get information, guidance and assistance with AHCCCS, SNAP and TANF applications and benefits. The HEAplus Customer Support Center number is:

1-855-HEA-PLUS or 1-855-432-7587
9. Arizona and the FFM will work together in the future toward coordination of notices, appeals, warm transfer of calls, and information materials as we move past implementation October 1, 2013.