

Arizona Healthcare Accountability Committee

Meeting Minutes for Tuesday, April 3, 2018

Location: 2156 McCulloch Blvd, Unit 10, Lake Havasu City, AZ

Time: 11:00 A.M.

Call to Order

11:10 A.M.

Present Committee Members:

Holly Balderamma, Office/Billing Mgr Dr. Balderama Office Lake Havasu City

Mardi Benedict, Office/Billing Mgr. Dr. Benedict Office Fort Mohave

Patrick Hansen, Vice President of Network Services Health Choice of AZ

Present Via Teleconference:

Becky Hilton, Billing Mgr Colorado River Pediatrics

Catherina Blevins, Sycamore Avenue Medical Center Family Practice, Kingman

Visitors in Attendance:

David Lewis, Reporter Havasu Herald, Lake Havasu

D.K. McDonald, Mohave Valley Daily News

Supervisor Lois Wakimoto, County Supervisor District 5

Purpose of AZHAC. Short and Long Term Goals for Committee

- **To maintain open communication with plans, legislature and media in order to ensure continued medical care in Mohave County.**
- **Purpose of committee clarified to include improving healthcare for all areas in Mohave County and ease the billing, referral and prior authorization issues.**

Vote on Meeting Consistency /Email and Website Discussion

- **Members voted on quarterly meetings.**
- **Pat Hansen, VP of Health Choice Network Srvices was invited to be on Committee.**

Follow up on Antepartum unbundling issues to be addressed by Health Choice

- Antepartum code to be billed with a date span followed by line by line date of service codes and 2 ultrasounds on the same claim form.

Pediatric Concerns with Health Choice getting the CRS Contract

- Concerns with timely issues for CRS (Children Rehabilitation Services) for special needs of medications and authorizations being approved the same day.
- Concerns about having the ability to ship CRS patients to Vegas rather than Phoenix.
- Will care be available without having to go through the ER and being shipped out?
- Health Choice will have a department of specialist for the CRS patients to address such issues of concern.
- Health Choice will work with providers to have supplies stocked for same day.

Follow up on Sycamore Ave. Medical Center Issues with Health Choice

- Concerns expressed about slow pay issues. Pat Hansen will personally follow up with Sycamore for status updates.
- Concerns about lack of Pain Management providers for referrals for pain control in area.
- Pain Management provider concerns addressed by Pat Hansen. Issues will be getting worse before they get better with opioid crisis.

Issues with BCBS Neighborhood Plans and Referral Issues

- Members need to be made aware that they need to assign their own doctors to their plans to ease referral process for all providers of care.

Discussion Regarding Gaps in Providers and Ways to Recruit

- There is a lack of sub specialists. Pediatricians are included and there is a lack of mid-level providers.
- Health Choice is open to discuss these issues and possibly help with funding issues.

Open Discussion Regarding New Care 1st AHCCCS Plan and Payment issues with United Health Care Community Plan

- Care 1st has not contacted providers in Mohave County since being awarded contract
- Provider rep for United Health Care Community Plan can be contacted via email: Michael-Pitera@uhc.com

Next Meeting will be July. Date and Time TBA

Meeting Adjourned @ 12:11 P.M.