

Arizona Healthcare Accountability Committee

Meeting Minutes for Tuesday, July 31, 2018

Location: Valley View Medical Center, 5330 Highway 95, Fort Mohave, AZ

Time: 12:00 P.M.

Call to Order

12:10 P.M.

Present Committee Members:

David Amos -Kingman Regional Director Patient Financial Services

Holly Balderamma,-Office/Billing Mgr Office Lake Havasu City

Mardi Benedict- Secretary AZHAC & Office/Billing Mgr Fort Mohave

Catherina Blevins- Office Mgr Kingman

Emma Canalas-CFO Valley View Medical Center

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

Becky Hilton- Billing Mgr Fort Mohave

Trent Pike-Director AZHAC

Supervisor Lois Wakimoto Community Liaison

Dignitaries in Attendance:

Rep. Regina Cobb

David Lane-Lake Havasu City Council

Other Visitors in Attendance:

Dr. Richard Benedict, Chief of Staff-Valley View Medical Center

Leo Biasiucci- Candidate for LD 5 Representative

Scott Cummings-CEO Care 1st of Arizona

Marahi Flores-Director of Human Resources, Valley View Medical Center

Brandi Harsla-Valley View Medical Center

Brenda Luut- Kingman Regional Hospital

Lori Matthews- Representing Radiologic Associates

DK McDonald-Mohave Valley Daily News

Shawn Nau- CEO Health Choice of Arizona

Nick Necochea- Valley View Medical Center

Mindy Save- Valley View Medical Center

Ansley Silvernagel- Representing Radiologic Associates

Jami Snyder,-AHCCCS Assistant Deputy Director

Introductions

New Business:

Challenges with Specialty Doctors not accepting AHCCCS and VA Patients:

- Trent Pike discussed challenges with specialty doctors not accepting AHCCCS and VA Patients.
- VA Money is available and Rep. Cobb suggested a representative from Congressman Gosar's office for the next meeting to discuss helping area veterans further. There is a possibility that this can also help with recruiting specialties but it has to have assistance from the Federal level.
- Currently there is a lack of certainty in the market for the VA resources. The 10-1-18 deadline for contracts will help to determine what is available.
- Per Jami Snyder AHCCCS network adequacy standards must be met. Quarterly reports are required to be sent from each AHCCCS plan.
- How to take advantage of available grants.

Simplify and Create Consistency between AHCCCS Plans

- Mardi Benedict questioned whether billing and authorization streamlining for all AHCCCS plans is obtainable. There is no consistency between plans. Rep. Cobb discussed how this was successfully achieved for dentistry and that it can also be achieved for medicine. The plans were amenable to suggestions and Rep. Cobb will follow through to ensure that measures will be taken toward this goal in the effort to simplify the load for providers. There is a lot more paperwork for AHCCCS patients and this would also help to help the patients get timely care.
- AHCCCS has standards in place for prior auth turnaround but also allows plans flexibility when they obtain prior auth and not. Rep. Cobb addressed this as a problem. Jami Snyder welcomes suggestions from Rep. Cobb in regard to the guidelines but wants plans to maintain some flexibility in terms of operations but also create more of a streamline process on the provider side.
- Shawn Nau discussed new approaches to PA and specific to value of codes. Would like to create an ease for providers.
- Streamlining the consistency of care for specialties within plans as well. Better cost efficiency and care for the patient.
- Both Health Choice and Care 1st CEOs will work together toward streamlining the process.

CRS Contract Issues for Pediatrics

- **Becky Hilton expressed concerns with Pediatric CRS contracts. Dealing with patients having to be on the phone more and all of the time put into caring for them in order to keep them from being shipped out.**
- **Amendment to contract for CRS patients discussed. Referral and reimbursement is very challenging.**
- **The AHCCCS plans are waiting on the 10-1-18 contract to identify members and to determine the numbers.**
- **Rep Cobb expressed concerns in this area and will be discussing further with Becky Hilton.**

AHCCCS Complete Care

- **Ensuring no gaps in care in the new health plans.**
- **Will be monitoring plans readiness efforts on a monthly basis.**
- **AHCCCS involvement will not be over after 10-1-18. They will monitor timely payments and all other issues.**
- **Care for Colorado City. The majority are on AHCCCS. Care has stopped because of the transition between the plans.**

Challenges for Hospital Based Physicians

- **Discussion for streaming credentialing for AHCCCS as well. Hospital based employees do not have the privilege to pick and choose patients.**
- **Hospital based physicians rely on the hospital staff for authorizations.**
- **Multiple denials for unauthorized treatments.**
- **Discussion from AHCCCS plans using the same forms beyond the CAQH.**

Closing Statements

Next Meeting will be October in Kingman. Information TBA.

Meeting Adjourned @ 1:45 P.M.