

Arizona Healthcare Accountability Committee

Meeting Minutes for Tuesday, October 2, 2018

Location: Kingman Regional Hospital 3269 Stockton Hill Rd, Kingman, AZ 86409

Time: 12:00 P.M.

Call to Order

12:07 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- Sycamore Medical Kingman

D'Arcy Downs-Vollbracht, Esq.-Concierge Legal Group, PLLC

Keri Elias- Parallon

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

Becky Hilton- Billing Mgr Fort Mohave

Shirley Haskett-Sycamore Medical Kingman

Becky Hilton-Colorado River Pediatrics

Diane Wheeler (Representing Havasu Regional CFO Chris Dimambro)

Dignitaries in Attendance:

Senator LD5 Sonny Borrelli

Rep. LD5 Regina Cobb

Supervisor Lois Wakimoto-Community Liaison

Attendees Via Teleconference:

Scott Cummings-CEO Care1stAZ

Lori Matthews- Radiologic Associates Biller

Shawn Nau- CEO Steward Health Choice AZ

Jessica Sedita-Igneri- Care 1st AZ

Jami Snyder- AHCCCS Asst. Deputy Director

Introductions:

Lois Wakimoto

Announcements:

Mardi Benedict new handle for Social Media. @AZHAC4U for Facebook, Instagram and Twitter. #AZHAC

Update on New AHCCCS Changes:

- Changes effective 10-1-18 Jami Snyder gave an update regarding AHCCCS
- 1.9 million enrollees transitioned into fully integrated health plan products

- Physical and Behavioral care integration into one plan was the goal.
- Development specialties and those who receive foster care services through Medicaid still need to be integrated into the system.
- 10 plus years of planning implemented into the go live point.
- Rep. Regina Cobb addresses the need for information to be sent out to providers personally and in advance. CareFirst sent out the provider welcome packs on 9-26-18 and many providers did not receive prior to 10-1-18. The packets should have been mailed with much more advance notice.
- Steward Health Choice are honoring all prior authorizations and LHR expressed concern regarding the representatives not being educated on this process.
- Both plans issue information via both Fax blasts as well as email.
- Representatives from both plans need to come out to all office managers.
- Serious and chronic physical developmental behavioral health, the members can still be able to receive services whether or not the AHCCCS Health plan is contracted with the provider either for 6 month or the duration of treatment.
- Jami Snyder explains that currently approved authorizations are honored for a 30 day period and also for a 90 day period for members who have an established status with a primary care provider.

Steward Health Choice Update on 10-1 Go Live

- Rep. Cobb asks Health Choice to educate their Prior Auth staff
- Pat Hansen provides handout on the Go Live implementation. Salient points include statistics on volumes for Prior authorization and increased turnaround time for standard and expedited.
- Claims processing and re-processing is being tracked and projected target inventory is well below due date and adjustments.
- Record requirements drove inventory up and they made the decision that they were not ready to drive claim inventory up and so they hired more people to help with the electronic process.

Processing Claim and New Protocols for Care1st

- Prior Authorization guidelines are on the Care1st public website.
- New Mohave County Representative Diana Dunlap for the plan to begin on October 8th.
- Will be scheduling future forums in Lake Havasu City. Details to be finalized and sent out to all providers and practices.

Challenges with AHCCCS as a Secondary Payor

- Can patients legally be held accountable if they sign a personal responsibility statement prior to establishment of care? Jami Snyder will ask the AHCCCS legal department and report back to Supervisor Wakimoto and Representative Cobb within the next week.
- Per Jami, AHCCCS has a policy that clearly stipulates when a contractor is responsible for payment of a deductible. It is lesser of calculations. There is a 6 month issue and there is no auth for a secondary.

Podiatry and other specialists not accepting AHCCCS

- Both Care1st and Health Choice to send out representatives to try to regain specialists who no longer take AHCCCS.
- Podiatry was not a covered service and it now is covered.

Care1st Contract with Sonora Quest

- Area providers are being charged a \$40 monthly fee by Sonora Quest for sending Labs via EMR.
- Scott Cummings and Jessica Sedita-Igneri will follow up with this issue.
- Rep. Cobb questions if it is legal. This needs to be corrected.
- D'Arcy Downs-Vollbracht states that providers will not be accepting Care1st if this is not corrected.
- Health Choice has the statewide contract with Lab Corp but absorbs the cost.

Prior Authorization for "Treatments not Covered"

- Health Choice is working on this area, there is a glitch in their system and Pat Hansen will address this. He will pull a report and an appeal is not necessary. This is of particular concern for hospital based physicians.

Concerns about Pediatric CRS Patients

- Care1st has still not secured a contract with Colorado River Pediatrics. They have concerns about the number of CRS patients.

Prior Authorization and Billing Consistencies for Specialists and Total OB Care between AHCCCS Plans

- AHCCCS patients are on an average lower pay for more work. The payment and prior auth process needs to be simplified.
- Rep. Cobb discusses streamlining the plans. Jami Snyder states that AHCCCS offers some latitude to the plans and gives general parameters. She does not want the plans to have their "hands tied" but would like to provide guidance.
- Rep. Cobb feels that the plans have too much latitude. It needs to be decreased across the board.
- The entire OB program needs to be reviewed and changed. It needs very straightforward guidance. Rep. Cobb to write up a streamline approach to give to Jami Snyder.

Meeting Adjourned @ 1:53 P.M.