

## **Arizona Healthcare Accountability Committee**

Meeting Minutes for Tuesday, January 29th, 2019

Location: Lake Havasu Regional Medical Center, Sahuaro Room 101 Civic Center Lane, Lake Havasu City, AZ 86403

Time 12:00 P.M.

### **Call to Order:**

12:05 P.M.

### **Present for Meeting:**

Hildy Angius, Community Liaison  
Holly Balderrama, Representative Steward Health Choice  
Mardi Benedict, Secretary AZHAC  
Cheryle DeBatt, Director Westcare AZ  
Chris Dimamabro, CFO Lake Havasu Regional Medical Center  
D'Arcy Downs-Vollbracht, Esq.-Concierge Legal Group, PLLC  
Diana Dunlap, Representative Care1st AZ  
Patrick Hansen, Vice-President Steward Health Choice Provider Networking  
Becky Hilton, Colorado River Pediatrics  
Josh Hoffman, Representative Lake Havasu Regional Medical Center  
Keri Malkiewicz, Lake Havasu Regional Medical Center  
Tim Tejada, Care1stAZ  
Lois Wakimoto, Director

### **Present Via Teleconference:**

Rep. Leo Biasucci  
Catherina Blevins, Sycamore Medical  
Rep. Regina Cobb  
Scott Cummings, CEO Care1stAZ  
Shaw Nau, CEO Steward Health Choice  
Jessica Sedita-Igneri, Care1stAZ  
Jami Snyder, Director AHCCCS

### **Announcements:**

- D'Arcy announces improved communications between AHCCCS Plans as the result of the committee formation

### **Generic Prior Authorization Denials**

- Problems are being resolved with both plans.

### **Clarification of EDI Changes from Care1stAZ**

- OB coding adjudication issues are a current problem with global billing.
- Problem to be fixed by turning off the edit. To be turned off by February 14th.
- Shawn Nau interjects that he is still wanting to work on a new OB billing process simplification. He would like to have this discussion prior to the next AZHAC meeting. Addressing changing to simplify the process.

### **AHCCCS Payment Algorithm:**

- Pat Hansen states that Steward Healthchoice has zero edits.
- Auto Adjudication has nothing to do with the dollar amounts.

### **Limitations of Care Access for AHCCCS Patients :**

- A provider network needs to be built upon. We need to look at away to legally incentivize outside providers to come to the area.
- Growing the provider network and multiple jurisdictions. We need work together for ideas such as the U of A rural health program, J-1s, many ways to structure this idea. We are at a point where the population is not being served well.
- Jami Snyder has efforts on the way for broader network development. They have been partnering with First Things First to conduct an assessment. They are also contemplating expanding the Telehealth policy. In the effort to expand access to care. More information will be available at future meetings. She is willing to have further discussions about expanding the networks.
- Location and Patient requirements need to be addressed and reimbursement issues.

### **Mental Health Issues in Mohave County:**

- Cheryl DeBatt addressed need for expanded mental health services in Mohave County. She submitted a claim over a year ago for AHCCCS patients and is still awaiting payment from other funding sources discussed with Shawn Nau. To bill Steward Healthchoice directly for non-AHCCCS patients receiving mental health services.
- Need to improve communication. Westcare is the only mental health facility in Mohave County to provide 24 hour assistance for mental health issues. Shawn Nau will be in the area and will work on the Westcare issues.

### **Addressing Authorization Issues for Pre-Surgical Issues**

- Addressing a wasteful surgery issue. Patient was required to have a Diagnostic Surgery prior to removal of and FDA device. Pat Hansen to research this and he agrees that additional surgeries are wasteful and they do not want the patient to have to go into two different surgeries for one procedure.

### **Old Business:**

- Update on All Women's Medical Center for lab interface. Scott Cummings followed up with them immediately. He was told that provider was delayed. The agreement is in their possession and Sonora Quest is fix the problem within one week. Will follow up with Joyce to see if the miscommunication has been addressed. Sonora Quest response time is slow. Jessica Sedita-Igneri will follow up on the Sonora Quest issues via their rep. Will have monthly touch points.
- Follow up on legality of charging AHCCCS Patients with a signed contract. Per email sent from Jami Snyder, there is a specific way to implement the form and make AHCCCS patients accountability for services rendered or for not having the appropriate PA. Also applicable to the patients who do not provide all of the other insurance information. These patients can be held accountable for the charges. The forms needs to be more specific and document the particular service that the patient will be billed for and why it is the member's financial responsibility. The member must sign off on this form.
- Kerri discusses drug testing asks if patient can be billed for drug testing of AHCCCS patients.
- If AHCCCS Members intentionally withhold information effecting payment for services rendered, the providers may bill the member per Jami Snyder.

### **Meeting Adjourned:**

1:05 P.M.