

2022 Q3 All Provider Forum

September 28, 2022

Zoom Recording:

https://azblue.zoom.us/rec/share/l-jb6JCvC6tmS5AraQB0zFC3r5Vzm2tEFdGri7iZ2W6NkzDMIX4Dc4SjwoVsa_J.39wxl2DwblrLIAzR



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Agenda

- 1). Welcome! RBHA Transition 5 minutes
Charlotte Whitmore, VP. Network Operations
- 2). Hushabye Nursery 10 minutes
Tara Sundem, Co-Founder, Executive Director
- 3). Member Mission Moment 10 minutes
Kijuana Wright, Director Network Operations
- 4). Performance Improvement Updates with Dr. Jane Dill, MD. 20 minutes
Quality, HEDIS and CAHPS – Dr. Jane Dill, MD., Medical Director
- 5). Integrated Health Care 10 minutes
Health Choice Care Management Programs, Targeted-Informed Care (TIC) Scholarship
Victoria Tewa, RBHA Care Management
Jenny Elkins, Director Executive Outreach and Development Administrator
National Suicide Hotline - 988
Brianna Barrio, Manager of Health Equality Advancement
- 6). Cultural Competency 10 minutes
Jeanette Mallery, Cultural Competency Administrator
- 7). Provider Resources 10 minutes
Matthew Kingry, VP Reimbursement Services
Jadelyn Fields, Network Provider Service Manager and Educator
- 8). Q & A 10 minutes

Health Choice Arizona

Effective 10-1-2022 Health Choice will transition “RBHA Only Members” to Care1st in the Northern Arizona counties (Mohave, Coconino, Yavapai, Navajo, and Apache).

Health Choice Arizona will continue serving all AHCCCS Complete Care and Health Choice Pathways (dual-eligible) Members in these counties covering both Physical and Behavioral health.

[Behavioral Health \(azahcccs.gov\)](https://azahcccs.gov)

[AHCCCS News & Updates \(azahcccs.gov\)](https://azahcccs.gov)

HUSHABYE NURSERY

The Tiniest Victims of the Opioid Crisis





Hushabye Nursery's Mission

“To embrace substance exposed babies and their caregivers with compassionate, evidence-based care that changes the course of their entire lives.”

Rates of Neonatal Abstinence Syndrome (NAS) Leveling Off



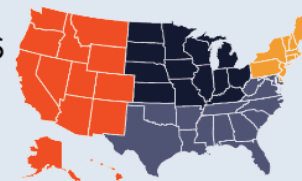
Neonatal Abstinence Syndrome (NAS) is a *withdrawal syndrome* experienced by some **opioid-exposed infants** after birth.

Between 2004 & 2016, rates of NAS grew by *more than* **5x**

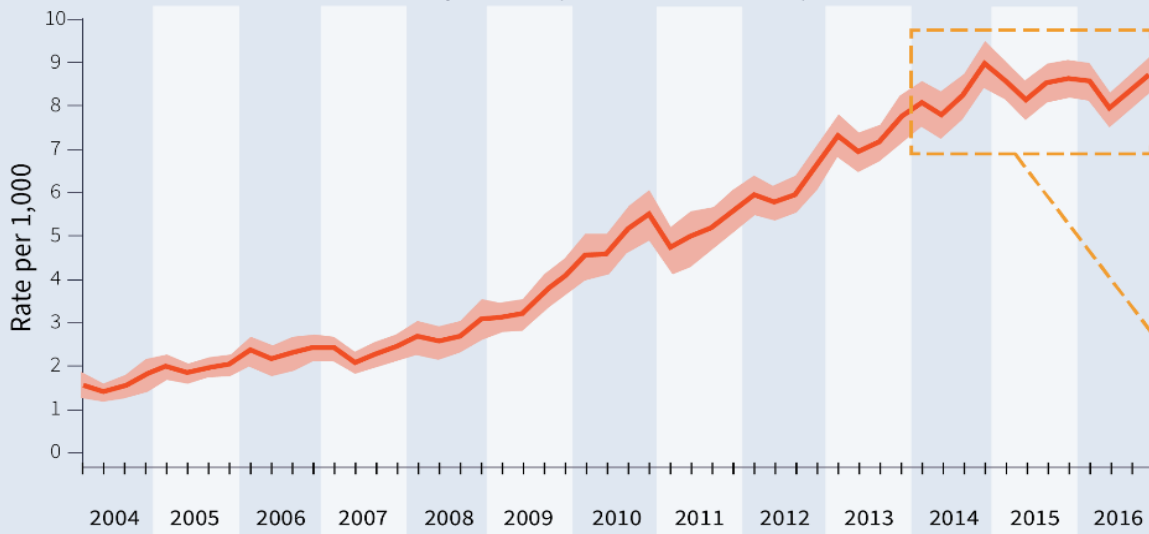


due to the *increase* in **opioid use disorder** among women of reproductive age.

Examining national data from 2004-2016 revealed: **NAS rates did not change** substantially from 2014 onwards.



Rates of neonatal abstinence syndrome per 1,000 U.S. in-hospital births



Shaded area indicates 95% confidence intervals.

NAS rates grew from **1.6** to **8.8** in 2004 in 2016 per 1,000 hospital births

Rates of NAS leveled off in 2014, only growing from **8.1** to **8.8** in 2014 in 2016 per 1,000 hospital births



In spite of the *plateau*, a child was born with NAS every **15 minutes** in 2016.



The highest rate of new cases of NAS was in the *American South*.



Decision makers should **improve treatment access** and **reduce punitive measures** for pregnant women to *improve outcomes* for moms & babies.

Leech AA, Cooper WO, McNeer E, Scott TA, Patrick SW. (2020). Neonatal Abstinence Syndrome in the United States, 2004-16. Health Affairs. DOI: 10.1377/hlthaff.2019.00814.
 Supported by NIDA K23DA038720 and R01DA045729

www.childpolicy.org @VUMCchildpolicy



VANDERBILT SCHOOL OF MEDICINE

Health Policy



VANDERBILT Center for Child Health Policy

Every day, more than **2 babies** are born passively dependent in AZ.



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"Without Hushabye, I know I wouldn't have been able to be a momma to my baby, the way that I am now."

Hushabye Nursery's Care Model

NAS Center of Excellence



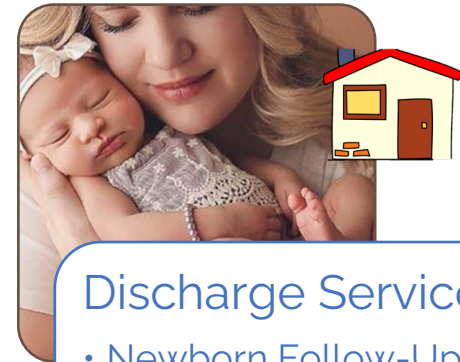
Prenatal Services & Community Support

- Medical Care
- HEAL Program
- Housing support- Sally's Place
- Addiction Treatment
- Counseling
- DCS Collaboration
- Medication Assisted Tx
- Financial Guidance
- Home Visiting



Nursery Services

- NAS Recovery Services
- NAS Environment
- Specialized Training
- Nonjudgmental Environment
- Family Care Model



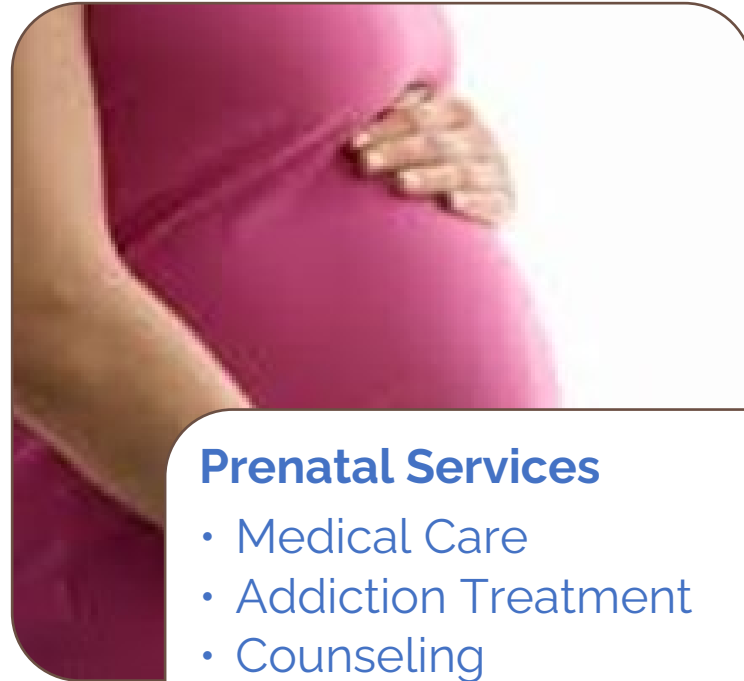
Discharge Services

- Newborn Follow-Up
- HEAL Program
- SDOH
- SENSE
- Pediatric specialists
- Developmental services
- Family Counseling
- Financial Guidance
- Home Visiting



Service Coordination
Access to Care


Hushabye's Prenatal Services



Prenatal Services

- Medical Care
- Addiction Treatment
- Counseling
- DCS Collaboration
- Medication Assisted Tx
- Financial Guidance
- Home Visiting

Hushabye Outpatient Services Trauma Informed

August  **2021**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1		2 Hushabye Nursery Tuesday 10:00 AM - 12:00 PM Baby Basics 9:30 AM	3	4	5	6 HOPE part
8 HOPE class Triple P 9:30 AM	9 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	10 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	11 Group Coaching session HOPE class	12 Smart Recovery part HOPE class	13 HOPE class	14 HOPE/CAR Seat Safety part
15 HOPE class	16 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	17 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	18 Group Coaching session HOPE class	19 Smart Recovery part HOPE class	20 HOPE class Developmental Screenings @A&C Berkman	21 HOPE part
22 HOPE class	23 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	24 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	25 Group Coaching session HOPE Family Support Open	26 Smart Recovery part HOPE class Prep only (no training 10 AM)	27 HOPE class	28 Safe Sleep part
29 HOPE class	30 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM	31 Strength-Through-Safety class HOPE class Smart Recovery 8:30 AM				

- Peer Supports
- Trauma Specialist
- EMDR
- Counseling
- Transportation, food and housing support
- NAS education-diagnosis treatment and follow-up care
- Infant CPR
- Car Seat Education
- Safe Sleep Education
- Baby Supplies and Resources
- Care Coordination
- Evidence Based Parenting Classes such as Triple P Parenting
- Baby Soothing Education
- Social Connections
- SMART Recovery





The GREEN Binder- Why???

Hushabye's Inpatient Services



Nursery Services

- NAS Recovery Services
- NAS Environment
- Specialized Training
- Nonjudgmental Environment
- Family Care Model
- 1:1 Caregivers
- Trauma informed

Current NICU Environment



Hushabye Nursery and Confidential



**"Every second we spent there, my partner
and I felt welcomed and heard."
- Hushabye Mom and Baby**



Hushabye Nursery is Different.

NICU Model

- NICU environment
- Design NICU for premature babies, not NAS babies
- Limited resources for family recovery and DCS navigation
- Restricted visitation due to COVID and space
- Ensure one caregiver to every three babies (1:3)

Hushabye Model

- Treat babies in quiet, dark, calm environment
- Private nurseries
- Educate families on how to care for NAS baby
- Family can stay in-room 24/7**
- Ensure one caregiver per baby (1:1)**
- DCS specific Case manager**
- Specially-trained staff with passion for NAS babies
- Promote bonding and breastfeeding
- Use five Ss, rock up and down, 6th S-squat techniques
- Wean and treat babies with medications as necessary
- Eat Sleep & Console Treatment Model (ESC)**
- Validate Finnegan Neonatal Abstinence Scoring System**
- Provide outpatient Behavioral health treatment onsite**



Inpatient Services

Family-Centered Trauma Informed Care

- Care for babies as they go through the withdrawal process
- Families may stay with their baby 24/7
- ESC model with Modified Finnegan assessment tool
- **Phototherapy**
- **Gavage Feedings**
- **Pharmacologic care if needed**
- **DCS Support**
- Family Education
- Counseling
- Family Coaching
- **Lactation Support**
- Developmental Specialist Consultations
- Trauma Support Specialist





**" I am truly blessed to have an opportunity to bring you home to love
to cherish and to keep safe day by day. Thank you, Hushabye!"**

- Hushabye Mom and Baby

Postpartum Follow Up



Postpartum Services & Community Collaboration

- HEAL Program (Intensive Outpatient Therapy)
- Peer Support guidance
- Trauma Therapy
- MAT
- Edinburg Assessments
- Family Counseling
- SDOH Support
- Home Visiting
- Maternal Mental Health
- HOPPE groups

Newborn Follow-up

- Trauma informed pediatrician
- Home health visits
- Hushabye check ins (48hours, 1 week, 2 weeks, 1, 2, 4, 6,9,12 months, then every 6 months) Edinburgh, Babies weight? How did your little one tolerate their immunizations? How are you sleeping? How is baby sleeping? do they need anything at all?
- Developmental follow up clinic
- OT, PT, Speech
- Home visiting program (Healthy Families or Nurse Family Partnership)
- VINES (Virtual Neonatal Support Program)
- WIC (Special Supplemental Nutrition Program for Women, Infants and Children)
- HRPP (High Risk Perinatal Program)
- AzEIP (Arizona Early Intervention Program)

Torticollis in Infants with a History of Neonatal Abstinence Syndrome McAllister, Jennifer M. et al. The Journal of Pediatrics , Volume 196 , 305 - 308



IMPACT REPORT

NOVEMBER 2020 - DECEMBER 2021

We offer compassionate, evidence-based care that changes lives.

Opioid Use Disorder (OUD) during pregnancy has been linked to serious negative health outcomes for pregnant women and developing babies including preterm birth, stillbirth, maternal mortality, and Neonatal Abstinence Syndrome (NAS).

Hushabye Nursery is working to improve systems to help ensure that every newborn experiencing NAS, and their family experiencing OUD, receive the right care at the right price for better overall health outcomes.

Reduced Length of Stay

Average NICU stay is

22 DAYS
in Current Standard of Care

Average Hushabye Nursery stay is

7 DAYS

Our innovative care model for treatment of NAS infants significantly decreases length of stay.



Dramatic Decrease in Cost

Average NICU cost is

\$44,824

Average Hushabye Nursery cost is

\$6,874

The financial savings to the healthcare industry could be substantial as a majority of newborns with NAS are insured by Medicaid.



COMMUNITY REFERRALS

Hushabye Nursery helps families navigate the healthcare maze as well as other critical systems and social services. We made

1,168

referrals to community partners.



Decreased Usage of Morphine

Hushabye Nursery's integrated, family-centered care model provides the ideal setting for implementation of the Eat, Sleep, Console method that minimizes the need for pharmacologic support.

98%
of NICU babies are treated with Morphine compared to
25%
at Hushabye Nursery

37%
of NICU babies who arrived at Hushabye had already been administered Morphine; Only
53%
needed continued treatment during their Hushabye stay.

Only
5%
received their first dose of Morphine at Hushabye Nursery.

We Served

460
PARENTS
(outpatient) and

199
INFANTS
(inpatient)

90 DAY FOLLOW UP

69%
Decrease in substance abuse.

48%
Increase in patient safety.

42%
Increase in parenting knowledge.

CLIENT SATISFACTION

95%
Would recommend the program to someone they cared about.

99%
Felt safe.



High Success Rate in Working With Mothers Prenatally

77%
of mothers who are prenatally involved with Hushabye Nursery safely maintained custody of their infant.

50%
of mothers who are not prenatally involved infants were placed in foster/kinship care.

Our Comprehensive approach addresses the needs of the entire family, from prevention for the child to recovery for the adult.



Hushabye Nursery is meeting or exceeding NAS emerging models of care outcomes after 19 months of operation (November 17, 2020 – May 31st, 2022) and 262 infants served.		
OUTCOME	Current Standard	Hushabye Nursery
NAS infants treated with morphine	98%	26%
NAS infants Average Length of Stay in NICU	22 days	7 days
NAS infants Average cost of hospitalization	\$44,824	\$6,874
Percent of infants who took majority of feeds from breast	20%	31.8%
Percent of infants who were safely discharged to a biological parent	Not reported	67% (80% if active with Hushabye Nursery prenatal program)

Source: Grossman, MR, Berkwitt AK, Osborn RR, et al. An Initiative to Improve the Quality of Care of Infants with Neonatal Abstinence Syndrome. Pediatrics. 2017; 139(6):e20163360.







Tara Sundem / RN, NNP-BC, MSN / Tara.sundem@hushabyenursery.org
Hushabyenursery.org | 480-628-7500



REFERRALS: Call 480-628-7500

Health Choice Member 'K'

- Health Choice member 'K' had an accident last October 2021 that required immediate surgery on her leg.
- Member didn't have AHCCCS at the time she was injured but applied in the hospital.
- The facility advised her that she needed to pay out of pocket several thousand dollars to perform her surgery while her Health Choice eligibility was being determined.
- Member paid for her services on a credit card but contacted Health Choice member services in February 2022 ensuring that the hospital had billed BCBSAZ Health Choice for payment so that she could be reimbursed.
- Member Services representative Tyra Shamsiddeen and Member Services manager Tammy Williams called the facility and advised that the member had been an active Health Choice member since she applied in the hospital and that her stay should be covered.
- Provider Performance representative Dottie Whitehead worked with her manager and the Health Choice Reimbursement Services department to ensure the claim was set to pay to the facility.
- In June 2022, Dottie Whitehead communicated with facility billing manager to ensure the member was reimbursed the \$7373.59 she had previously paid.

Comment from Member 'K'

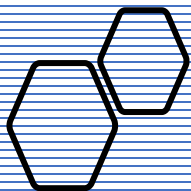
1. *"Wow! Thank you so much! You don't know how much this means.*

This has been a battle since November. I literally had the worse anxiety over this.

I was on phones all day yesterday.

Thank you for the awesome customer service and quick response. :)

If you would like to send a survey my way, I'd gladly give you 5 stars."



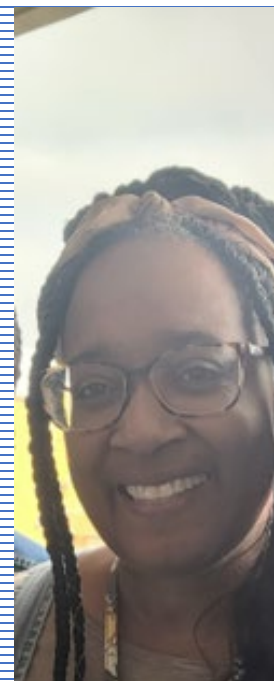
Dottie

- Provider Performance Representative



Tammy

- Member Services Manager





Provider Forum Meeting Quality, HEDIS, and CAHPS

Dr. Jane Dill
Medical Director

Forrest Tatum
Director, Quality Management and Performance Improvement



Quality Improvement Initiatives – AHCCCS Priorities

- **Well-Child Visits in the First 15 months of life (W15 or W30A)**
 - The percentage of patients who turned 15 months old during the measurement year and who had six or more Well-Child visits with a PCP during their first 15 months of life
- **Child and Adolescent Well-Care Visits (WCV)**
 - The percentage of patients 3–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year
- **Timeliness of Prenatal Care (PPC1)**
 - The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization
- **Follow-up after Hospitalization for Mental Illness 7-day (FUH1)**
 - The percentage of discharges for patients 6 years of age and older who were hospitalized for treatment of selected mental illness diagnoses and who had a follow-up visit with a mental health provider within 7-days
- **Breast Cancer Screening (BCS)**
 - The percentage of women 50–74 years of age who had a mammogram to screen for breast cancer between October 1 two years prior to the measurement year through December 31 of the measurement year
- **Consideration for Plan All-Cause Readmission (PCR)**

Quality Improvement Initiatives – BCS



- **Breast Cancer Awareness Month – October**
- Annual campaign to raise awareness about the impact of breast cancer
- Time devoted to educating everyone about breast cancer, including metastatic breast cancer (MBC)
- Reminder of the importance of early detection and timely, high-quality care
- During the Public Health Emergency (PHE), many members delayed their regular screening as well as treatments
- The PHE also highlighted the disparity in breast cancer treatments for rural and low-income members, as well as the disparity in treatment between races and ethnicities
- A member's risk of developing breast cancer may be higher or lower depending on specific risk factors

Quality Improvement Initiatives – BCS

- During the month of October and throughout the year, have the conversation
- Make an extra effort to remind patients about mammograms and the related Health Choice \$25 healthy reward
- Thank you for the orders/referrals submitted for patients needing screenings
- Follow up on open referrals and verify completion
- Use reminder systems for check-ups and screening reminders
- Look for mobile mammogram events in your area and help promote them in your clinics
- The Quality Improvement Team keeps a running list of mobile mammography events they are notified of. Feel free to reach out to see if they know of an upcoming event in your area:
performanceimprovement@azblue.com

Quality Improvement Initiatives – WCV and Immunizations

Collaboration between BCBSAZ Health Choice and Providers on other AHCCCS Priority measures:

- DO an EPSDT Well Child Visit when a child comes in for a sports physical and is due for an EPSDT visit.
- DO check ASIIS at every type of visit and close immunization gaps whenever possible
- DO partner with your local schools for outreach, education and health fair opportunities
- DO remind AHCCCS children and parents/guardians about preventive dental and vision services that are available till 21 years
- DO have good reminder systems in place for Well Visits – they can be a frequently missed appointment
- DO submit No Show Well Child lists to the EPSDT team for follow up and outreach
- DO contact the EPSDT team and/or Performance improvement for assistance with outreach efforts for Well child visits or for health fair collaboration

For assistance with data, rosters, or gap lists, please contact the following:

- HCHEPSDTCHEC@azblue.com or PerformanceImprovement@azblue.com

Quality Measure Performance - Data

For example:



Both claims and supplemental data show that patients have received a high-quality of care and closed gaps.

Quality Measure Performance - Data

- **Standard supplemental data** is electronically generated files from rendering service Providers with clear policy and procedures for standard layouts
 - Examples include Laboratory results files, EMR data in a specified layout, or Immunization data from ASIS.
- **Non-Standard Supplemental Data** is non-claim service data, encounters or standard electronically generated files collected or created on an irregular basis
 - Examples include obtaining medical records and abstracting A1c values or prior colonoscopy results.
- Good data means more accurate measures for your group and more accurate gap lists to make population health efforts more meaningful and efficient. If interested in more information, contact your assigned quality improvement specialist or PerformanceImprovement@azblue.com

Improving Patient Experience - CAHPS

SEPTEMBER CAHPS focus question - “Getting Appointments and Care Quickly:”

- BCBSAZ Health Choice wants our members to have a great experience with our Plan and Providers
- AHCCCS and CMS collect member experience results through CAHPS surveys
- Survey Questions related to “Getting Appointments and Care Quickly:”
 - “When you needed care right away, how often did you get care as soon as you thought you needed it?”
 - “Not counting the times when you needed care right away, how often did you get an appointment for your healthcare at a doctor’s office or clinic as soon as you thought you needed?”
 - “How often did you see the person you came to see within 15 minutes of your appointment time?”

Improving Patient Experience - CAHPS

- Getting Appointments and Care Quickly – Tips / Best Practices
 - Set aside time slots each day to accommodate urgent visits / same-day appointments
 - Schedule patients' follow-up visits, provide discharge summary explanation to make sure they do not wait until the end of the year to schedule them
 - Provide patients with addresses and phone numbers of urgent care options
 - Educate patients regarding after-hours call process and telephone number
 - Encourage patients to schedule routine visits in advance or before they leave office, outreach periodically to patients who have not had their annual visits
 - Online appointment capability can help maximize access and scheduling
 - If patients cannot be seen within 15 minutes of their appointment time offer a brief explanation or update

BCBSAZ Health Choice Pathway – CHE Incentive

- BCBSAZ Health Choice Pathway – Medicare Advantage Dual-Eligible Special Needs Plan (D-SNP) Members
 - Promote Annual Wellness Visits (AWV) with HCP members, opportunity for physician and patient to develop an annual personalized plan
 - Annual appointment with HCP member to create or update personalized plan and address chronic conditions.
 - An AWV is not a physical exam, it is billed with G0438 or G0439
 - BCBSAZ Health Choice Pathway (HCP) will incentivize Provider offices for conducting AWV for HCP members addressing conditions annually
 - HCP will also incentivize offices for addressing conditions during regular visit with the appropriate documentation

BCBSAZ Health Choice Pathway – CHE Incentive

- The Comprehensive Health Evaluation (CHE) Incentive Program for CY 2022 includes the following requirements:
 - An Annual Wellness Visit (AWV) must be conducted or the review of HCP Exchange of Data (EOD) during a regular visit
 - Any non-AWV visit submitted must include a completed EOD and address all active conditions
 - If possible, preventive care such as screenings and vaccinations should be discussed during non-AWV
 - CHE or EOD documentation must be received by HCP within 30 days of date of service (DOS)
 - EMR AWV templates may be used as an alternative to the “paper” CHE
 - Certain flexibilities are available for telehealth visits and payment

BCBSAZ Health Choice Pathway – CHE Incentive

- BCBSAZ Health Choice Pathway (HCP) – Medicare Advantage Dual-Eligible Special Needs Plan (D-SNP) Members
 - The Comprehensive Health Evaluation (CHE) Incentive Program for CY 2022 includes the following incentive payments:
 - Completed CHE or AWW without EOD - **\$350 per visit per year**
 - Completed EOD only as part of non-AWW - **\$200 per visit per year**
 - Completed CHE/AWW and EOD - **\$650 per visit per year**
 - Please utilize a Performance Team Member as a resource to assist with CHE completion and payments
 - Monthly reporting and dashboards may be provided on performance
 - For more information regarding CHE or EOD documentation, please contact: performanceimprovement@azblue.com

Questions?

Health Choice Care Management Programs Targeted-Informed Care (TIC) Certification Course

Lauren Fofanova, LCSW, Dir. Integrated Health Care Development
Jenny Elkins, Dir. Executive Outreach and Development Administrator



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Trauma-Informed Care Certification Course

BCBSAZ Health Choice values the work you do to provide Trauma-Informed services to your clients. To support this work, BCBSAZ Health Choice would like to assist your staff to become certified in Trauma-Informed Care (TIC). We are offering limited full or partial scholarships for an online TIC Certification through February 2023.

Options for online TIC Certification are available through [Trauma Institute International > Online Trauma Certifications](#)

Register in Relias for the appropriate course. Please select either:

“BHT- Certified Trauma Support Specialist” (\$50)

“BHP- Certified Clinical Trauma Specialist” (\$100)

After completing your training, complete the Trauma Informed Care (TIC) Requirements Tracker in Relias and upload your TIC Certification. For reimbursement send the invoice and W-9 to BCBSAZAP@azblue.com.

Free TIC Courses are also available on Relias and online from the [TIC Training Center](#). These courses do not offer certification but hold valuable information.

Reach out to Jenny Elkins, Jennifer.elkins@azblue.com with any questions.



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Health Choice Care Management Programs 988 National Suicide Hotline

Brianna Barrios
Manager of Health Equity Advancement



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Crisis Resources in Arizona

Identifying the Key Distinctions among the Crisis Hotlines

Regional Crisis Hotlines

- Available by region/GSA
- Effective 10/1/2022, all three lines will be operated by Solari Crisis and Human Services
- Callers are immediately connected to a trained crisis specialist
- Will remain operational through 10/1/2023

Statewide Crisis Hotline

- Available beginning 10/1/2022
- Available across the state
- Will be operated by Solari Crisis and Human Services
- Callers are immediately connected to a trained crisis specialist

National Suicide Prevention Lifeline

- Available across the nation
- Three-digit number replaced the previous 11-digit number
- Call, text, and chat available
- Routes callers to the nearest crisis center, based on phone number area code
- Two receiving centers in AZ: Solari Crisis and Human Services and La Frontera Empact

Crisis Resources in Arizona

Phone Numbers

Regional Hotline Numbers (Operational through 10/1/2023)

- Northern GSA: 1-877-756-4090
- Central GSA: 602-222-9444 or 1-800-631-1314
- Southern GSA: 1-866-495-6735

Statewide Crisis Hotline Number (Available beginning 10/1/2022)

- 1-844-534-HOPE (4673)

National Suicide Prevention Lifeline

- 988

Cultural Competency

Jeanette Mallery, Cultural Competency Administrator
Jeanette.Mallery@azblue.com



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Aims of Cultural Competency

Goals of culturally aware messaging and delivery

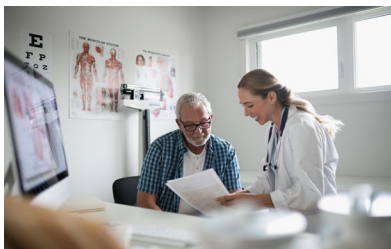
- Reduce errors in the delivery of health care, including medical, behavioral and pharmacy services.
- Improve the safety of our mutual patients and members.
- Increase patient engagement and health care outcomes.
- Facilitate the health and well-being for all.

Consider every point of contact as an opportunity

- Making appointments (also arriving and departing provider office)
- Communication—written materials and verbal
- Picking up medication
- Visiting laboratory and other diagnostic testing

Health Literacy – a Component of Cultural Competency

- Serving members via community outreach to achieve optimal outcomes



Cultural Competency Program



Phase 1: Assess Needs and Determine Gaps

- Demographics & Language
- Satisfaction Scores
- National / State information regarding inequities
- Member feedback
- Utilization Reports



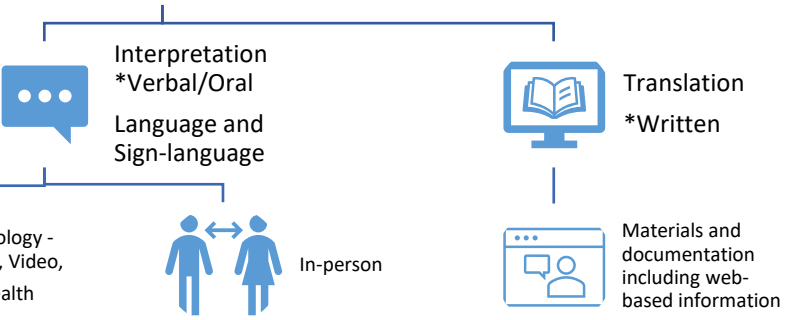
Phase 2: Design and Develop Solutions

- Cultural Competency Plan
- Language Plan
- Network Plan
- Outreach / Communication



Phase 3: Evaluate and Update

- Quarterly Reports
- Annual Updates



Types of Health Literacy

Personal Health Literacy

- the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Organizational Health Literacy

- the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

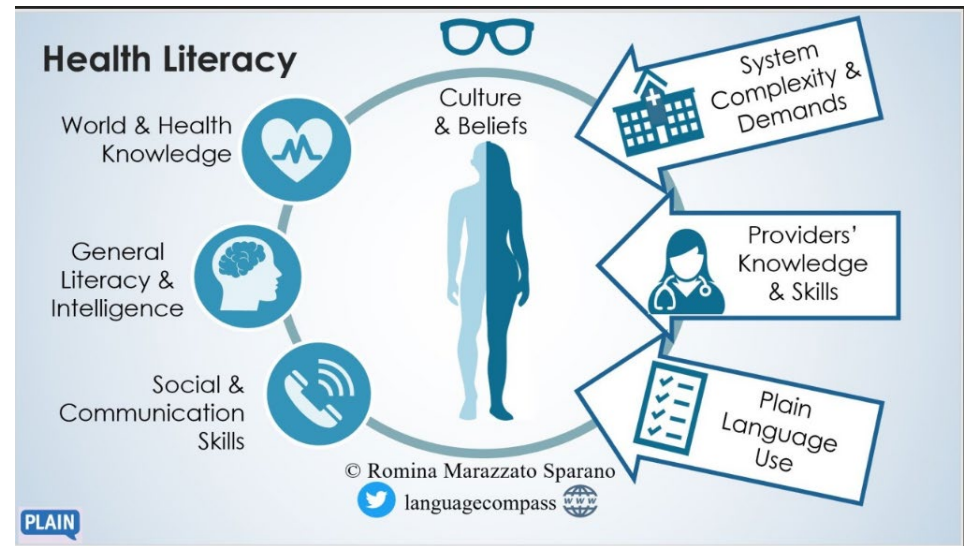
Health Equity



The state in which everyone has a fair and just opportunity to attain their highest level of health and that no one is disadvantaged from achieving this potential because of social position or other socially determined circumstances.

Summary

- Cultural Competency supports health literacy.
- Health Choice and providers work together to achieve patient engagement, health equity, and our goal of better health and well-being for all.



Provider Resources

Matthew Kingry, VP. Reimbursement Services

Jadelyn Fields, Network Provider Service Manager and Educator



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Health Choice Provider Manuals

Our Provider Manuals are designed to provide basic information about the administration of the Health Choice Arizona and Health Choice Pathway programs.

Details within our manuals are intended to furnish providers and their staff with information, covered services, claim and/or encounter submission requirements.

The Health Choice Arizona provider manual is an extension of the Health Choice Arizona Subcontractor Agreement, executed by the participating provider. The participating provider agrees to abide by all terms and conditions set forth within our Provider Manuals. The Provider Manual is incorporated into the contract each provider holds with Health Choice.

Please take advantage of additional resources available online on the 'Provider' tab of our websites or from the 'Home' screen of your secure online provider portal.

Health Choice Arizona: www.HealthChoiceAZ.com

Health Choice Pathway: www.HealthChoicePathway.com

AHCCCS AMPM, ACOM, Coding & Billing Updates

!STAY UP TO DATE!

Updates to the [AHCCCS Medical Policy Manual \(AMPM\)](#) , [AHCCCS Contractor Operations Manual \(ACOM\)](#), and [Medical Coding Resources](#) are available on the [AHCCCS website](#).

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

Please also visit the [AHCCCS Encounters Resource](#) page for additional resource and guidance regarding coding and plan coverage updates.

Provider Type – IC, 77,05 Reporting Participating Provider(s) Effective January 1, 2023

This requirement impacts all claims for AHCCCS providers registered as integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).

AHCCCS and its Managed Care Organizations **will deny claims** for dates of service on and after January 1, 2023 if the individual practitioner who performed the services associated with the clinic visit is not reported.

Reference: See [Exhibit 10-1](#) of the AHCCCS Fee-For-Service Provider Billing Manual for billing instructions for proper claims submissions.

REMINDER: CTDS

Coding for School Based Services

County Code, Type Code, District Code and Site Number

March 1, 2022, AHCCCS implemented an encounter edit for school-based services. All school-based fee-for-service claims will need to be submitted with a CTDS (County Code, Type Code, District Code and Site Number) code.

You may access this code by looking it up on the [AHCCCS School CTDS RF7C4](#) document or by using the [Arizona Department of Education CTDS search tool](#).

Detailed information on how to bill for CTDS code is available for further review in the [AHCCCS-Fee For-Service Manual under Chapter 10 - Reporting School Site Information for Services Performed in Schools](#). The code must be added to the claim as specified in the AHCCCS Fee For Services Manual.

CTDS

Coding for School Based Services

County Code, Type Code, District Code and Site Number

- If services were provided at a program that is a part of a school, please provide the CTDS number of the school related to the specific program.
 - For example, if services were provided at New Directions (a program at Agua Fria High School), we would expect the CTDS number of Agua Fria High School.
- If a school is not found on the RF7C4 table, but has a CTDS number, please contact TCURequests@azahcccs.gov with the CTDS, School Name, School City and School Zip Code to have the school added.
- If services were provided at a private school that does not have a CTDS number, please put 999999999 in place of the CTDS number.

Change to Health Choice Member ID Numbers

Health Choice Arizona – Member ID Card Example



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Health
Choice



Arizona Health Care Cost Containment System

Member:
John Q Sample
ID #: **HCIA12345678**

RxBIN: **123456**
RxPCN: **Part D**
Group: **RX3898**

Health Plan Name:
Health Choice Arizona

Member Services:
1-800-322-8670

**ARIZONA HEALTH CARE
COST CONTAINMENT
SYSTEM**



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

HealthChoiceAZ.com
Member Services:
1-800-322-8670
24/7 Nurse Advice Line:
1-855-458-0622
Pharmacists Call:
1-800-364-6331

Arizona providers
send medical claims to:
Health Choice Arizona
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

Benefits are limited to emergent care
outside of Arizona.

Change to Health Choice Member ID Numbers

Health Choice Pathway – Member ID Card Example



Health
Choice

Member: John Q Sample	RxBIN: 004336
ID #: MZHHC1234567	RxPCN: MEDDADV
	RxGRP: RX8748
Health Plan Name: Health Choice Pathway (HMO D-SNP)	Health Plan (80840) Plan ID: H5587-002

MedicareRx **MEDICARE ADVANTAGE | HMO**
Prescription Drug Coverage



Health
Choice

Arizona providers
send medical claims to:
Health Choice Pathway
(HMO D-SNP)
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

HealthChoicePathway.com
Member Services:
1-800-656-8991, TTY 711
Hours of Operation:
8 a.m. to 8 p.m., 7 days a week
Pharmacy Prior Auth and
Appeals Fax: **1-877-424-5690**
24/7 Nurse Advice Line:
1-855-458-0622
Pharmacy Help Desk:
1-866-693-4620

Benefits are limited to emergent care
outside of Arizona.

Change to Health Choice Member ID Numbers

Health Choice Dual – Member ID Card Example



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice



Member: John Q Sample	RxBIN: 004336
HCP ID #: MZHHC1234567	RxPCN: MEDDADV
AHCCCS ID #: HCIA12345678	RxGRP: RX8748
	Health Plan (80840)
	Plan ID: H5587-002

Health Plan Name:	Health Plan Phone #:
Health Choice Pathway (HMO D-SNP)	1-800-656-8991
Health Choice Arizona	

MedicareRx Prescription Drug Coverage | **MEDICARE ADVANTAGE | HMO**



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

HealthChoicePathway.com

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Claim Submissions

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

All providers are recommended to submit claims/encounters electronically. Electronic billing ensures faster processing and payment of claims, eliminates the cost of sending paper claims, allows tracking of each claim/encounter sent, and minimizes clerical data entry errors.

Health Choice Arizona (AHCCCS)

Health Choice Arizona Payer ID# 62179

P.O. BOX 52033, PHOENIX, AZ 85072-2033

Health Choice Pathway (Medicare Advantage)

Health Choice Pathway Payer ID# 62180

P.O. BOX 52033, PHOENIX, AZ 85072-2033

Claim Submission Reminders

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

No Staple Required

Please do not staple documents or claims. If there is a document being submitted with the claim, the document should lay directly behind the claim and each page of documentation should indicate the claim number.

Prior Authorization Number

Submit claims with the full and complete Prior Authorization number reported, including leading zeros.

Sending Documentation to a specific department?

Help us stay efficient in getting your mail to the correct department, please indicate which Department your mail should be directed to:

Health Choice Arizona OR Health Choice Pathway,

Attention: SPECIFIC DEPARTMENT,

410 N. 44th Street, Suite #900

PHOENIX, AZ 85008

PROVIDER PORTAL

Are you registered for the Provider Portal?

Sign-up today!

Get access to secure member eligibility, claim status/reconsideration, submit medical and pharmacy prior authorization requests and much more.

!!!COMING SOON!!!

Dental Prior Authorization Submission

Our portal is available under the 'Providers' tab of each of our plan websites:

www.healthchoiceaz.com

www.healthchoicepathway.com

Easy to follow portal training video(s) on our websites

'Providers' tab -> 'Provider Education'

PROVIDER PORTAL

New Features and Upgrades

We have continued to make upgrades to our secure Provider Portal for our Health Choice Arizona and Health Choice Pathway lines of business.

Enhancements that give YOU, the provider, greater control and more immediate acknowledgement and response times.

New Features and Upgrades include:

- ❖ **NEW FEATURE:** The Credentialing Portal is Health Choice's online, electronic portal for submitting the AzAHP Practitioner Data form for automatic routing to our Credentialing department.
 - E-Apply: <https://providerportal.healthchoiceaz.com/Azahp/AzahpAccount/AzahpLogin>
- ❖ **UPGRADE:** Claim Reconsideration requests and Claim Dispute requests.
- ❖ **UPGRADE:** Improved access to provider rosters and paneled member information.
 - Admission & Discharge Alerts
 - COVID Gap List

Our portal is available under the Provider tab of each of our plan websites:

<https://www.healthchoiceaz.com>, <https://www.healthchoicepathway.com/>

Secure Provider Portal View



Health
Choice

Welcome to Health Choice Provider Portal

New & Upcoming Enhancements

- 🔔 New Credentialing Portal Feature. Contracted providers can now submit credentialing requests via our Provider Portal. Forms will automatically be routed to our Credentialing department for processing with an accessible PDF form for your records. Click the [Electronic Credentialing-AzAHP Practitioner Data Form](#) link under Provider Tools.

Provider Reminders

- 🔔 Effective March 21, 2022 HCA Member Service customer service hours will be changed to: Mon – Fri 8am to 5pm. Medicare, HCP will remain the same 8am – 8pm 7 days a week.
- 🔔 New member ID prefixes: Health Choice Arizona is HCI (e.g. HCIA12345678). Health Choice Pathway is MZH (e.g. MZHHC1234567)
- 🔔 Recent [Member Admissions and/or Discharges](#)
- 🔔 View your Member [COVID Vaccine Status Report](#)

Member Eligibility

Use the form below to look up the eligibility status for one of our members.

First Name

Last Name

Date Of Birth

mm/dd/yyyy



Or search by Member ID

CONFIRM ELIGIBILITY

Claims

Use one of our convenient tools to learn more about our services.

- [Claims Lookup](#)
- [Dental Claims History](#)
- [Vision Claims History](#)

Authorizations

Need information regarding authorizations? Choose one of the following options below.

- [View Your Medical Prior Authorization Status](#)
- [Health Choice - Pharmacy Prior Authorization Request](#)
- [Health Choice Arizona - Prior Authorization Grid](#)
- [Health Choice Pathway - Prior Authorization Grid \(Arizona\)](#)

Provider Tools

Use one of our convenient tools to manage your account or look up answers in our document library.

- [Provider Member Roster](#)
- 🔔 [Provider Resources](#)
- [Health Choice Integrated Care Provider Portal](#)
- [Provider Demographic Request](#)
- ➔ [Electronic Credentialing - AzAHP Practitioner Data Form](#)

Online Provider Resources

Secure Provider Portal View



Provider Resources

Please note that user Account passwords should NOT be shared between employees. Sharing passwords is prohibited. HCA encourages the Master Account holders to set up individual user accounts in order for individual employees to use. If you have any questions, please contact the Provider Portal Coordinator at 480-760-4651 or 1-800-332-8670.

Provider Notices/Fax

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)
- [Health Choice Utah](#)

Provider Manuals

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)

Provider Forms

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)
- [Health Choice Utah](#)

HCA Dental Matrix

- [Health Choice Arizona Dental Benefits Matrix](#)

Provider Newsletters

- [Health Choice Arizona](#)
- [Health Choice Pathway](#)

HCG Model of Care

- [Health Choice Pathway](#)

Our Public Website Online Provider Resources

The screenshot displays the BlueCross BlueShield of Arizona website. At the top, a red banner reads "COVID-19: LEARN MORE ABOUT VACCINES AND CORONAVIRUS". Below this, the navigation bar includes "English Español", "CRISIS HELP", "24/7 Nurse Advice Line: 1.855.458.0622", and "Call Us: 1.800.322.8670 (TTY:711)". On the right, buttons for "FIND A DOCTOR/PHARMACY" and "MEMBER PORTAL" are visible. The main header features the BlueCross BlueShield of Arizona logo and the "Health Choice" logo. A navigation menu includes "ABOUT", "MEMBERS", "PROVIDERS", "HEALTH & WELLNESS", "COMMUNITY", "FAQS", "CONTACT", "MEDICARE", and "SEARCH".

A "NOTICE: CHANGE IN MEMBER SERVICE HOURS" banner indicates "8 a.m. - 5 p.m., Monday through Friday". Below this, a "COVID-19 Information" section features a photo of a healthcare worker administering a vaccine to a patient in a car. The text reads: "Learn more about COVID-19 and vaccine information." A dropdown menu for "PROVIDERS" lists the following resources: Provider Overview, Provider Portal, Provider Notices, Provider Education, Cultural Competency, Provider Manual, PA Guidelines, Prescription Drugs, Forms, Behavioral Health Resources, Clinical Guidelines, Centers of Excellence & Star Ratings, Quality & Performance Measures, Claims, Fraud, Waste & Abuse, National Provider Identifier, Medical Management, Language & Health Literacy, Dental, Mountain ECHO, Tribal Program, and Health Information Exchange.

On the right side, there are two promotional banners. The first is "MASK UP ARIZONA" with the tagline "My Mask Protects You, And Your Mask Protects Me" and a "WATCH THE VIDEO" button. The second is "IMMUNIZATIONS SAVE LIVES" with a "WATCH THE VIDEO" button. Below these banners is a search bar with the following options: Find A Provider, Find A Pharmacy, Formulary (List of Covered Drugs), Member Newsletters, and Health Tips.

AHCCCS Electronic Visit Verification (EVV)

!!!EFFECTIVE JANUARY 1, 2023!!!

To support your EVV onboarding efforts, AHCCCS has compiled several updates and reminders. We appreciate your willingness to work with AHCCCS over the past many months to prepare and initiate implementation of EVV.

Stay Informed

Please sign up for the AHCCCS Constant Contact email list to receive any and all EVV notices like this one from AHCCCS under the “Stay Informed” tab on the AHCCCS website www.azahcccs.gov/EVV

AHCCCS Electronic Visit Verification (EVV)

!!!EFFECTIVE JANUARY 1, 2023!!!

Once the hard claim edits begin, providers will not get paid unless all the required EVV visit data is present.

In partnership with Sandata, AHCCCS will be periodically posting “quick tips” to help providers using the Sandata system. The first in the installment is a “quick tip” to help providers understand and resolve clients showing up in a pending status. Quick tips are now available on the AHCCCS website under the Sandata EVV System Resources and Technical Assistance tab.

For more questions about billing, please reference the Billing FAQ on the EVV webpage (www.azahcccs.gov/EVV).

Q & A



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