AHCCCS Updates

Heidi Capriotti, Public Information Officer
Barbara Rutledge, Policy Analyst, Division of Member & Provider Services
AHCCCS Overview
AHCCCS At A Glance

Largest insurer in AZ, covering over 2.4 million individuals and families...

...more than 51% of all births in AZ...

...and two-thirds of nursing facility days.

AHCCCS uses federal, state and county funds to provide health care coverage to the state’s Medicaid population.

More than 120,500 health care providers are registered with AHCCCS.

Payments are made to 15 contracted health plans that are responsible for the delivery of care to members.
AHCCCS Is a National Leader in Innovation

Operated a waiver demonstration since 1982

Has one of the lowest per-enrollee costs among states at only $7,008 per-enrollee vs. the national average of $8,057 per-enrollee.

First state to operate under a statewide managed care demonstration

The only state to have done so from the start of its Medicaid program.
Benefit Changes
Benefit Changes as of Oct. 1, 2022

**Diabetes Self-Management Training**
Up to 10 program hours annually of diabetes outpatient self-management training services to members with new or existing diabetes diagnoses, as prescribed by a primary care practitioner.

**Biomarker Testing**
Adds four more biomarker tests that the Centers for Medicare and Medicaid Services (CMS) considers useful for therapeutic decision-making.

**Chiropractic Coverage**
Up to 20 medically necessary chiropractic visits for adults each year, ordered by a primary care provider and within the scope of chiropractic practice as defined by state law.
2023 Benefit Changes

Anticipated Early 2023

● Community Health Worker (CHW) Services will be Medicaid reimbursable.

Anticipated Late 2023

● Extend Postpartum Continuous Coverage (Medicaid and CHIP) from 60 days to 12 months
● 12-month, CHIP Continuous Coverage (up to age 19)
1115 Waiver
Section 1115 of the Social Security Act

- Allows states to design Demonstration projects that promote the objectives of the Medicaid program
- Demonstration projects are typically approved for a five-year period and can be renewed every five years
- Must be budget neutral meaning that federal spending under the waiver cannot exceed what it would have been in the absence of the waiver
Arizona’s 1115 Waiver Renewal Timeline

2020

Oct. 2 - Nov. 30
Public Comment Period

Oct. 2
AHCCCS to post draft of the 1115 Waiver

Dec. 22
AHCCCS submitted 1115 Waiver application to CMS

Mar. 19 - May 3
Public Comment Period

Sep. 30
AHCCCS received a 1 year temp extension

Oct. 1 - Oct. 13
Negotiations with CMS

Oct. 14
AHCCCS receives approval of Waiver renewal

2021

May 26
Housing Amendment submission

Jun. 30
TI 2.0 Concept paper submission

2022

Jun. 30
AHCCCS receives approval of Waiver renewal
1115 Waiver Approved

- Oct. 14, 2022 through Sept. 30, 2027
- Includes:
  - Targeted Investments 2.0,
  - Housing and Health Opportunities demonstration,
  - Tribal Dental for Adults,
Planning for the End of Public Health Emergency
Processing Disenrollments Over 12 Months

- Renewals continued through PHE
- Nearly 635,000 members are either:
  1. **Non-Responsive:** failed to supply needed documentation 
     OR
  2. **Factually Ineligible:** shown to be ineligible based on information received 
     between March 2020 and current date
- After a full redetermination, these members could be found to be **eligible** and 
  will **stay enrolled** or **ineligible** due to changing circumstances and be **disenrolled**
- It will take approx. **12 months** to complete these renewals
Processing Disenrollments Over 12 Months

- Hybrid approach
  - Process “ineligible” before “non-responsive”
  - Within these groups process “oldest application date to newest”
- Distributing the added workload
  - Will adjust post-PHE redetermination batches based on volume of regular monthly renewals due
  - Will align-renewal actions by household when possible
Member Communication

- Robocall campaign
- Letter campaign
- AHCCCS Call Center
- On Hold messages
- Text message campaign (English & Spanish)
- Website took kits, fliers, and FAQs
60-Day Notice Expected
Audience + Messages

Medicaid Members
1. Update your contact
2. Check your mail
3. Complete your renewal
4. Connect to coverage
   - Medicaid: 2-1-1 and HEAplus
   - Non-Medicaid: 2-1-1

External Stakeholders
(Providers, state agencies, community assistors, CBOs, legislators, and community leaders)
• Help Medicaid customers connect to coverage
   - Medicaid: 2-1-1 and HEAplus
   - Non-Medicaid: 2-1-1
Messaging Toolkit for MCOs, CBOs, & Partners

• Based on CMS toolkit & other states

• Will include:
  o Key messages
  o Fliers and posters
  o Phone scripts
  o Suggested email & text message copy
  o Social media graphics & copy
### Communication Channels to Reach AHCCCS Members

**Update your contact | Check your mail | Complete your renewal | Connect to coverage**

<table>
<thead>
<tr>
<th>AHCCCS</th>
<th>MCOs and Partners</th>
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<tbody>
<tr>
<td>“Need Health Insurance?” campaign with Vitalyst</td>
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<tr>
<td>Social (organic)</td>
<td>Social: (organic + paid)</td>
</tr>
<tr>
<td>News Media</td>
<td>Emails</td>
</tr>
<tr>
<td>Member texts</td>
<td>Member texts/phone calls</td>
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<tr>
<td>TV/Radio PSAs</td>
<td>Events</td>
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<tr>
<td>Website</td>
<td>IVRs (on-hold messages)</td>
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<tr>
<td>IVRs (on-hold messages)</td>
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</table>
Need Health Insurance?
Public Awareness Campaign

NEED HEALTH INSURANCE?
Call 2-1-1
www.211.org

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Communication Timelines
### 60-day Notice Timeline

<table>
<thead>
<tr>
<th>Audience</th>
<th>60 Day Notice</th>
<th>30 Days Pre-PHE End</th>
<th>1 Week Before PHE End</th>
<th>PHE End</th>
<th>Post-PHE End</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHCCCS Staff</td>
<td>All-staff message from Director</td>
<td>Employee newsletter</td>
<td></td>
<td>All-staff message</td>
<td></td>
</tr>
<tr>
<td>Health Plans</td>
<td>Notify Health Plans</td>
<td>Press release, pitch</td>
<td>Provider email,</td>
<td>Press release</td>
<td></td>
</tr>
<tr>
<td>Media</td>
<td>Press release, pitch</td>
<td></td>
<td>reminder of toolkit</td>
<td>Provider email, reminder of toolkit</td>
<td></td>
</tr>
<tr>
<td>Providers</td>
<td>Provider notice, publish toolkit</td>
<td></td>
<td></td>
<td>Notify Governor’s office, DHS, DES</td>
<td>Notify GO, DHS, DES</td>
</tr>
<tr>
<td>Members</td>
<td>Mail, social (PHE ending, CTAs)</td>
<td></td>
<td></td>
<td>Remind partners of new toolkit</td>
<td>Public notice on web, social, newsletters, 2-1-1 campaign launch</td>
</tr>
<tr>
<td>GO + State Agencies</td>
<td>Notify Governor’s office, DHS, DES</td>
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<td></td>
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<tr>
<td>Community Based Orgs &amp; Partner</td>
<td>Notify of toolkit</td>
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<tr>
<td>Outreach</td>
<td>Web post, social, newsletters, post Phase 2 toolkit</td>
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**60-day Notice Timeline**

- **60 Day Notice**
  - All-staff message from Director
  - Notify Health Plans
  - Press release, pitch
  - Provider notice, publish toolkit
  - Mail, social (PHE ending, CTAs)
  - Notify Governor’s office, DHS, DES
  - Notify of toolkit
  - Web post, social, newsletters, post Phase 2 toolkit

- **30 Days Pre-PHE End**
  - Employee newsletter

- **1 Week Before PHE End**
  - Provider email, reminder of toolkit

- **PHE End**
  - All-staff message
  - Press release
  - Provider email, reminder of toolkit
  - Notify GO, DHS, DES
  - Reminder of toolkit
  - Remind partners of new toolkit

- **Post-PHE End**
  - Public notice on web, social, newsletters, 2-1-1 campaign launch
# Post-PHE Member Renewal Awareness

<table>
<thead>
<tr>
<th>Direct Member Communications</th>
<th>Mass Communications</th>
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<tr>
<td>Mail renewal paperwork 60 days prior to renewal due date</td>
<td>Branded social media</td>
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<tr>
<td>Text or Email (if opted in)</td>
<td>MCO Marketing events/collateral</td>
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<tr>
<td>Direct member contact (phone/text/email)</td>
<td>Like/share AHCCCS social posts</td>
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<td></td>
<td>“Need Health Insurance” campaign</td>
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- AHCCCS
- MCOs
- CBOs, Partners, Providers
Learn about AHCCCS’ Medicaid Program on YouTube!

Watch our Playlist: Meet Arizona’s Innovative Medicaid Program
Other Resources & Quick Links

- AHCCCS Waiver & State Plan
- AHCCCS Grants
- AHCCCS Whole Person Care Initiative (WPCI)
- AHCCCS Office of Human Rights
- AHCCCS Office of Individual and Family Affairs
- Future RBHA Competitive Contract Expansion
- Subscribe to AHCCCS newsletters
Follow & Support AHCCCS on Social Media

Handle: @AHCCCSgov  Handle: @AHCCCSgov  Handle: @AHCCCSgov
Handle: @AHCCCSgov  Handle: @AHCCCS
Channel: AHCCCSgov
Questions?