



# State Only and “Crisis” RBHA Enrollment Processes

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Go-Live 10/1/2022

Welcome!

# Objectives

Note: Documents and Process details reviewed in this training subject to change.

1. **AzCH vs. Care1st Processes** – To review process differences between each RBHA and planned future solutions.
2. **Provider** – To review which providers are expected to utilize RBHA enrollment processes.
3. **State Only Vs. “Crisis”**– To review the differences between “Crisis” and State Only process eligibility.
4. **State Only Enrollment Process** – To review the Care1st RBHA State Only Enrollment Input File Process. Includes SFTP management, testing expectations, file specifications, production work processes and technical assistance contact information.
5. **“Crisis” Enrollment Process** – To review the Care1st RBHA “Crisis” Enrollment Input File Process. Includes SFTP management, testing expectations, file specifications, production work processes and technical assistance contact information.
  - Process full name is **BH/Crisis Enrollment for Members Enrolled with Another AHCCCS Plan Process** as it is not only used for Crisis services. It is known as “Crisis” for short by AHCCCS and will be referred to with this name in Care1st documents.
  - Any reference to Crisis without quotes in the documents is referring to an actual crisis service, not an enrollment process record.



# AzCH vs. Care1st Processes

1. AzCH and Care1st are both subsidiaries of Centene. However, both operate under separate AHCCCS contracts and will have different RBHA enrollment reporting processes on the 10/1/2022 Go-Live.
  - i. **AzCH RBHA Providers:** Use existing AzCH processes for reporting SOE and “Crisis” Enrollment requests.
  - ii. **Care1st RBHA Providers:** Use the Go-live processes outlined in this training.
  
2. **10/1/2022 Care1st Go-Live Processes**
  - i. Go-Live Processes – Secure File Transfer Protocol (SFTP) Excel file exchange processes
  - ii. Post Go-Live first 90 days activities
    - Frequent review of process (including turn around times) to pinpoint potential process gaps and need for enhancements (including adjustment of standard TAT!)
    - Feedback! Please forward any to the Care1st Enrollment inbox.
      - Providers and internal staff will be notified when inbox is live!



# AzCH vs. Care1st Processes

## 3. Long-Term Process Solutions

- i. In Early 2023, we will begin discussions on transitioning AzCH RBHA providers to Care1st Go-live processes.
- ii. **Ultimate Goal (ETA TBD)** – To merge both plans into an enhanced provider portal based reporting process.
- iii. Provider input is important to us. If you would like to be involved in early development discussions/testing for portal, please reach out so we will have you included in any potential future focus groups.



# Providers

The below providers are expected to submit files after Go-Live:

Community Bridges, Inc.  
Child and Family Support Services  
Community Health Associates  
ChangePoint Integrated Health  
Community Medical Services  
Encompass Health Services  
Kingman Regional Medical Center  
Little Colorado Behavioral Health Centers  
Mohave Mental Health Clinic, Inc.  
Polara  
Southwest Behavioral & Health  
Solari  
Spectrum  
Terros  
The Guidance Center



# Providers

Please keep in mind that the below providers will also be utilizing the AzCH Processes post 10/1/2022 in addition to Care1st processes. As both plans use unique processes for both “Crisis” and SOE submissions, these providers will be using 4 unique reporting processes until Long-Term solutions are implemented.

Community Bridges, Inc. – Current AzCH Provider

Community Health Associates - Current AzCH Provider

Spectrum – effective 10/1/2022

Solari – effective 10/1/2022

# State Only vs. “Crisis”

## Supplemental Documentation:

*SOE Vs. Crisis Flow.pdf*

## Similarities:

- i. Both processes are AHCCCS contract requirements.
- ii. Both State Only and “Crisis” processes will use an Excel file format.
- iii. Both State Only and “Crisis” processes will use SFTP file exchange process.
- iv. Provider will initiate both enrollment processes by submitting input file to Care1st.
- v. We will provide status files to providers for both processes.
- vi. Two enrollment scenarios can use either process. (Not both, though!)
- vii. Enrollment dates must be  $\geq$  10/1/2022 in both processes.
- viii. Both processes follow the Provider > RBHA > AHCCCS process cycle.

# State Only vs. “Crisis”

**Covered Services Non-Title  
XIX/XXI Behavioral Health  
Services delineated in AMPM  
300-2b**

## STATE ONLY:

1. **State Only Enrollment (SOE) Process** – Enrolls Non-Medicaid eligible individuals receiving State Only (SO) eligible Behavioral Health (BH) services with the contracted Regional Behavioral Health Authority (RBHA) in their home’s Geographical Service Area (GSA) in order to deliver required information to AHCCCS.
  - i. Also known as “Non-Title”, ”NT”, “NTXIX/XXI”.
  - ii. Care1st’s RBHA GSA is the Northern AZ counties: Apache, Coconino, Mohave, Navajo, Yavapai
  - iii. Most BH Services covered through TXIX/XXI are covered by SO. SO eligible services can include (with limitations):
    - a. Traditional MH/SU Healing Services
    - b. Supportive services for members in housing for BH
    - c. Room and Board
    - d. Crisis intervention (up to 72 hours)
    - e. SMI determinations
    - f. Services utilizing Block Grant or other discretionary funds such as Mental Health Block Grant (MHBG), Substance Abuse Block Grant (SABG), Children’s Behavioral Health Services Fund (CBHF or Jake’s Law), etc.
    - g. Funding for General Mental Health (GMH) members is limited.



# State Only vs. “Crisis”

**Covered Services Non-Title  
XIX/XXI Behavioral Health  
Services delineated in AMPM  
300-2b**

## STATE ONLY:

2. **SOE Eligibility Verification** - Members can be enrolled with the Care1st SOE process if:
  - i. Their home address is within the Care1st GSA.
  - ii. The SOE dates with Care1st are  $\geq 10/1/2022$
  - iii. The services being billed are SO eligible services.
  - iv. They are not enrolled with any of the AHCCCS Plan types on the SOE dates being requested.
    - Any AHCCCS Complete Care (ACC) Plan
    - AHCCCS Fee For Service (FFS) other than Medicare Savings Program exceptions listed in step 2.v.a. below.
    - Any AHCCCS Long Term Care (LTC) Plan
    - Any AHCCCS Tribal Regional Behavioral Health Authority (T/RBHA) and/or American Indian Health Program (AIHP)
    - Any AHCCCS RBHA (for Medicaid SMI Opt-Outs or State Only)
  - v. There are certain situations where a member will appear enrolled with AHCCCS, but would be eligible for SOE!
    - a. SOE dates in these scenarios must align with the enrollment dates with the listed Health Plan types and all other SOE verification requirements.
      - Incarcerated Member with suspended AHCCCS Medicaid Enrollment (e.g. CTYPRI Health Plan)
      - AHCCCS Medicare Savings Program (e.g. QMB, SLMB, QI1)

**PLEASE NOTE: Enrollments may be submitted for EITHER enrollment process for the above scenarios in section 2.v.a if member enrollment will pass both processes' eligibility verification requirements.**

**ONLY ONE OF THE PROCESSES SHOULD BE USED PER MEMBER ENROLLMENT SPAN.**

**Best Practice for these two AHCCCS plan scenarios:**

- “Crisis” Enrollment for any short term services ( services that you know have an end date to them – e.g. Crisis) and/or qualifying BH services provided for a member enrolled with another AHCCCS plan.
- SOE should be submitted for ongoing/long term services for members meeting all other validation requirements in these two enrollment scenarios.



# State Only vs. “Crisis”

## STATE ONLY:

### 3. AHCCCS Online Portal –

- i. Most SOE spans submitted by RBHAs to AHCCCS will be visible on the various AHCCCS Online enrollment tabs.
- ii. A small portion of the special situations listed in 2.v.a. may not show as Medical Enrollment takes precedence over SO in the AHCCCS Online Portal.
  - a. Use all available Eligibility Portals to determine if a SOE still needs to be submitted in these cases!

# State Only vs. “Crisis”

**Covered Services Non-Title  
XIX/XXI Behavioral Health  
Services delineated in AMPM  
300-2b**

## “CRISIS”:

1. **BH/Crisis Enrollment for Members Enrolled with Another AHCCCS Plan Process (“Crisis”)** – creates enrollment segments for members already enrolled with a non-Care1st AHCCCS Health Plan. This allows Providers to submit claims for specific/limited BH Services to the RBHA that is contracted to serve the area where the billed service occurred per the AHCCCS requirement.
  - i. Process is known as “Crisis” for short by AHCCCS and will be referred to with this name in Care1st documents.
  - ii. AHCCCS requires RBHAs to cover specific BH services that occur in their GSAs even when the member is enrolled with another AHCCCS plan.
  - iii. Process enrolls AHCCCS members with a short-term enrollment span with the RBHA of record in order to deliver required information to AHCCCS.
    - a. Spans should be less than 30 days long in most cases
  - iv. Mainly used to cover first 72 hours of a BH crisis but can be used to cover other NTXIX services that must be covered by an area’s RBHA when another plan has the member enrolled on the service dates.
    - a. Check AHCCCS Covered Services

# State Only vs. “Crisis”

**Covered Services Non-Title  
XIX/XXI Behavioral Health  
Services delineated in AMPM  
300-2b**

## “CRISIS”:

2. **“Crisis” Eligibility Verification** - Members can be enrolled with the Care1st “Crisis” process if:
  - i. The physical address where the service occurred is within the Care1st GSA.
  - ii. The “Crisis” enrollment dates with Care1st are  $\geq$  10/1/2022.
  - iii. “Crisis” enrollment span must be end dated and short-term.
  - iv. The services being billed are “Crisis” eligible services.
  - v. They ARE enrolled with any of the AHCCCS Plan scenarios listed below on the “Crisis” dates being requested.
    - AHCCCS Fee For Service (FFS)
    - Any AHCCCS Complete Care (ACC) Plan other than Care1st
    - Any AHCCCS Long Term Care (LTC) Plan
    - Any AHCCCS Tribal Regional Behavioral Health Authority (T/RBHA) or American Indian Health Program (AIHP)
    - Any AHCCCS RBHA (for Medicaid or State Only) other than Care1st
    - Incarcerated Member with suspended AHCCCS Medicaid Enrollment (e.g. CTYPRI Health Plan)
    - AHCCCS Medicare Savings Program (e.g. QMB, SLMB, Q1)

PLEASE NOTE: Enrollments may be submitted for EITHER enrollment process for the Incarcerated and AHCCCS Medicare Savings Program scenarios in section 2.v if member enrollment will pass both processes’ eligibility verification requirements.

**ONLY ONE OF THE PROCESSES SHOULD BE USED PER MEMBER ENROLLMENT SPAN.**

Best Practice for these two AHCCCS plan scenarios:

- “Crisis” Enrollment for any short term services ( services that you know have an end date to them – e.g. Crisis) and/or qualifying BH services provided for a member enrolled with another AHCCCS plan.
- SOE should be submitted for ongoing/long term services for members meeting all other validation requirements in these two enrollment scenarios.



# State Only vs. “Crisis”

## “CRISIS”:

3. AHCCCS Online Portal –
  - i. No “Crisis” enrollment spans are visible on the AHCCCS Online Portal.
  - ii. They will be visible on Care1st’s Provider Portal and Care1st will send weekly status report.

# State Only Enrollment Process

## Supplemental Documentation:

1. Care1st State Only Enrollment Input File Process.pdf
2. Example SOE Input files
3. Example of each SOE Response file

Input File Process.docx key –

If you see...

**FACTS** = Valuable information on process

**TIP**= Special hints on section

**LINK** = Clicking the underlined link will take you to the references section to view examples. Type alt + left arrow to return where you were previously!

1. Go-Live Note: Health Choice will be terming all active SO enrollments with AHCCCS effective 9/30/2022. Providers will not be required to re-enroll members in most cases as Care1st will be coordinating with HC and AHCCCS to re-enroll active members with Care1st effective 10/1/2022.
  - i. If members you are expecting are not showing up enrolled with Care1st effective 10/1/2022, submit SOE (effective 10/1/2022-greater) using this process after go-live if request meets all verification requirements!
2. Review of “Care1st State Only Enrollment Input File Process” document.
  - i. Testing
  - ii. SFTP Submissions
  - iii. File Specifications
  - iv. Provider SOE Input File Submission Process
  - v. SOE Status Reports
  - vi. Technical Assistance
3. All examples in training process documents will use the test Provider ID of ‘XYZ’. Providers should use their assigned ID found in the file specifications for Test and Production.

# “Crisis” Enrollment Process

## Supplemental Documentation:

1. Care1st ‘Crisis’ Enrollment Input File Process.pdf
2. Example ‘Crisis’ Input files
3. Example of each ‘Crisis’ Response file

Input File Process.docx key –

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1. Review of “Care1st ‘Crisis’ Enrollment Input File Process” document.
  - i. Testing
  - ii. SFTP Submissions
  - iii. File Specifications
  - iv. Provider “Crisis” Input File Submission Process
  - v. “Crisis” Status Reports
  - vi. Technical Assistance
2. All examples in training process documents will use the test Provider ID of ‘XYZ’. Providers should use their assigned ID found in the file specifications for Test and Production.