



Arizona Medicaid Moving Forward

October 2013

Office of Intergovernmental Relations

Arizona Health Care Cost Containment System (AHCCCS)



30 Years of Medicaid Innovation
Our first care is your health care
Arizona Health Care Cost Containment System

"Reaching across Arizona to provide comprehensive quality
health care for those in need"



Moving Forward

The Transition Plan



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Mapping Who Is Impacted

- ❑ The AHCCCS program operates under an agreement with the federal government known as a Section 1115 Waiver.
- ❑ All states with 1115 waivers are required to submit a “Transition Plan” to map the transition of impacted populations in preparation for 2014.



Arizona's Transition Plan

- Most AHCCCS coverage groups will experience no change at all. Among the groups that will experience *no* change are:
 - Pregnant woman (150% FPL)
 - Infants 0-1 (140% FPL)
 - Children 1-5 (133% FPL)
 - Parents (0-100% FPL)
 - Aged, Blind, Disabled (100% FPL)
 - Adoption Assistance/Foster Care
 - Breast and Cervical Cancer Treatment Program
 - Freedom to Work (250% FPL)
 - ALTCS (300% FBR)



Arizona's Transition Plan

- The coverage groups that follow are identified as “transitioning” either because they are a new group or will experience some change:
 - *Prop. 204 eligible Childless Adults between 0-100% FPL.*
 - Enrollment for this group is currently frozen.
 - Through the Governor's Medicaid Restoration Plan, the enrollment freeze will be lifted and coverage restored effective January 1, 2014.
 - Childless adults can begin applying anytime between October 1 through December (or anytime after that too).
 - No need to rush onto the system all at once on October 1. (It's a new system; give it some time to get up and running!)
 - The key is coverage is effective January 1.
 - Estimated to impact 240,000 Arizonans.



Arizona's Transition Plan

- *New Adults between 100-133% FPL.*
 - This is a new eligibility category.
 - Coverage is effective January 1, 2014.
 - Adults can begin applying anytime between October 1 through December (or anytime after that too).
 - No need to rush onto the system all at once on October 1. (It's a new system; give it some time to get up and running!)
 - The key is coverage is effective January 1.
 - Estimated to impact 57,000 Arizonans



Arizona's Transition Plan

■ *Children ages 6-18 between 100-133% FPL.*

- This is a new eligibility category.
- Coverage is effective January 1, 2014.
- Families can begin applying anytime between October 1 through December (or anytime after that too).
- No need to rush! The key is coverage is effective January 1.
- Estimated to impact nearly 50,000 children.
- This category was required regardless of Governor's plan passing.

■ *Young Adult Transitional Insurance (YATI).*

- Covers former foster care children into young adulthood until age 21.
- Beginning January 1, age limit changes to 26.
- Currently enrolled youth do not need to take any action to maintain their eligibility in this group. Youth not currently enrolled but within the new age limit will need to apply for coverage that is effective January 1.



Arizona's Transition Plan

- ***Original KidsCare.*** This is Arizona's regular KidsCare program. Enrollment is currently frozen and will remain frozen in 2014 and beyond. This program does NOT go away.
- ***Children between 100-133% FPL go to Medicaid.***
 - Families do not need to take any action to do this. This is a simple administrative action.
 - Families will get a notice letting them know they are now in regular AHCCCS and no longer have a premium requirement.
 - This change is effective January 1, 2014.
- ***Children over 133% FPL stay in KidsCare.***
 - Everything stays the same!
 - Families do not need to take any action to stay in KidsCare.



Arizona's Transition Plan

- ***KidsCare II.*** This is a temporary KidsCare program that is being funded through the Safety Net Care Pool and ends December 31, 2013.
- ***Children between 100-133% FPL go to Medicaid.***
 - Families do not need to take any action to do this. This is a simple administrative action.
 - Families will get a notice letting them know they are now in regular AHCCCS and no longer have a premium requirement.
 - This change is effective January 1, 2014.
- ***Children over 133% FPL go to Federally Facilitated Marketplace (FFM).***
 - AHCCCS will transfer their account electronically to the FFM.
 - Families will get a notice mid-November that they need to complete their FFM application to select a plan and determine eligibility for premium tax credits and cost sharing reduction. This is not AHCCCS!
 - This change is effective January 1, 2014.





Moving Forward

Health-e-Arizona Plus:

- Streamlining Eligibility
- Improving Program Integrity
- Extending the Public/Private Partnership to Eligibility

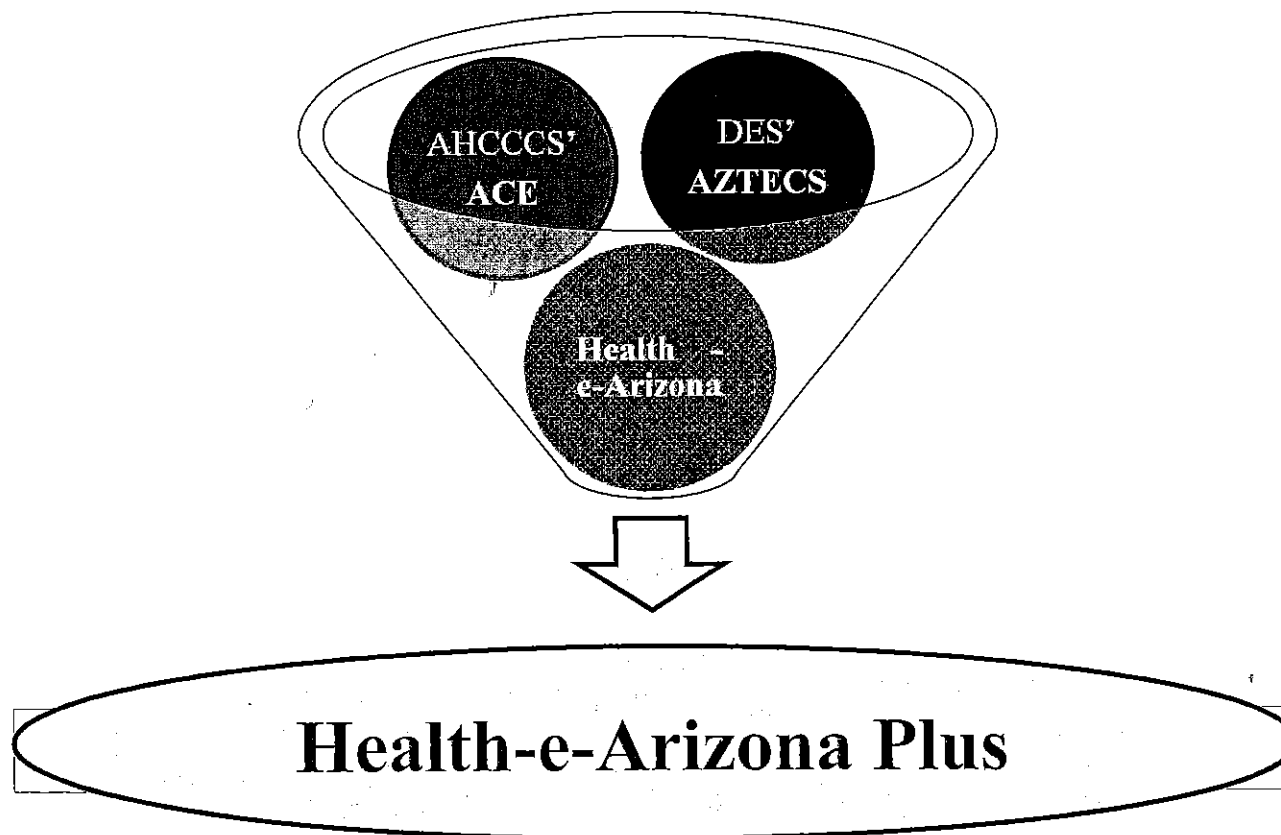


Streamlining Eligibility

- ❑ AHCCCS Eligibility is determined by DES and AHCCCS.
- ❑ ACA requires states to change how income is calculated.
- ❑ Today, eligibility is determined using old legacy systems (AZTECS at DES – green screens!) and (ACE for AHCCCS).
- ❑ We also have Health-e-Arizona (HEA).
- ❑ Legacy systems could not accommodate the needed changes.
- ❑ HEA could be enhanced to meet the new needs.
- ❑ HEAplus is a modest change from an existing system that will look and feel familiar to the public.
- ❑ New focus on automation allows eligibility workers to manage special cases where hands-on assistance is necessary.



New Application and Eligibility System



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Streamlining Eligibility and Improving Program Integrity

- ❑ Allows applicants to access Medicaid, SNAP and TANF.
- ❑ Accesses state and federal data hubs to increase “real-time” eligibility determinations.
- ❑ If the applicant’s information can be found through these data hubs, an eligibility determination can be made in real time!
- ❑ No more paper unless the applicant’s information cannot be found on these data hubs.
- ❑ HEAplus will tell you if we need more information, so DON’T SCAN anything unless HEAplus tell you to!

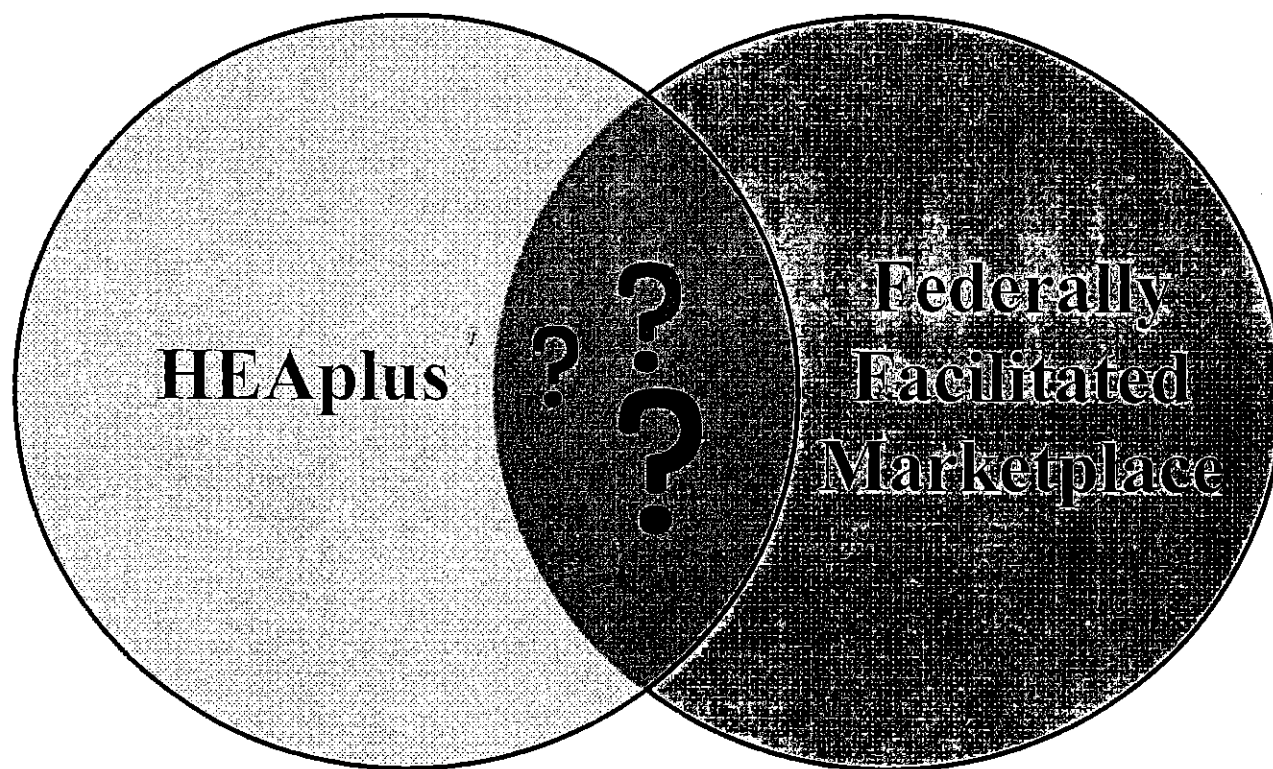


Health-e-Arizona Plus (HEAplus): What changes can I expect?

- ❑ You'll need to answer some questions to verify you are who you say you are – called "ID proofing"; insures personal information is kept safe and secure.
- ❑ You won't need to bring paper unless we can't verify electronically! The system will check electronic sources for you, including citizenship and income. If the system brings back information that isn't up to date, you'll have a chance to fix it.
- ❑ You can choose to receive notices electronically. The system can send you an email when you have a notice; all you have to do is sign into HEAplus to view it.
- ❑ HEAplus replaces myfamilybenefits.gov, myahcccs.com, and the current HEA. You'll be able to do more than just apply for benefits; you can also:
 - Report Changes
 - Check your eligibility status, AHCCCS enrollment, and benefit amounts
 - Request a fair hearing
- ❑ Streamlined Renewals. At first, we need new information about tax relationships. Then HEAplus uses electronic data sources and sends a pre-populated form; if information is correct, coverage is renewed without further action.



Arizona Wants to Avoid Consumer Confusion



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Arizona's Plan to Avoid Consumer Confusion

The following features and capabilities will be offered in association with Health-e-Arizona Plus

- Community-Based Assistor Training and Support
- Consumer Supports such as:
 - Interactive Voice Response (IVR)
 - Call Center
 - Frequently Asked Questions
 - Help Text
 - Learn More information links
- A system that generally will feel familiar to applicants and those who assist them as it is based on Health-e-Arizona



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Expanding the Public/Private Partnership

- ❑ Today, HEA has 75 subscribers, representing over 300 different sites with over 1,000 employees known as “community assistors” trained by AHCCCS to assist applicants.
- ❑ Many new organizations are signing up to become subscribers to HEAplus. Be a part of it!
- ❑ Many organizations can be HEAplus partners. Hospitals. Clinics. Faith-based groups. Community organizations. Counties.
- ❑ No more waiting in DES lobbies or using paper applications.
- ❑ Why be a subscriber? Be part of the process. Get ongoing training. Eligibility at your fingertips. Provide personalized support to your customers in their own community.



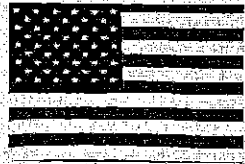


Moving Forward

Medicaid vs. Marketplace



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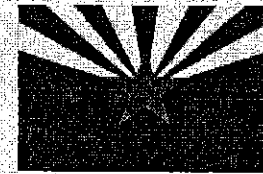
Federal Marketplace

Premium Tax Credits

Cost Sharing
Reductions

Qualified Health Plan
enrollment

Navigators/Certified
Application Counselors



Arizona

AFCCCS
(Medicaid)

King of the Hill
CARE



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Many Programs are Accessed Through Health-e-Arizona Plus

Start
Here

Health-e-Arizona Plus

FFM



Apply for

Referral to FFM

Link to FFM

SNAP = Supplemental Nutrition Assistance Program (Nutrition Assistance)
TANF = Temporary Assistance for Needy Families (Cash Assistance)
Clinic SFS = Clinic-based Sliding Fee Scale programs
County CAP = County-based Community Assistance Programs (CAP)(Pima and Santa Cruz Counties)
PTC = Premium Tax Credit Program
CSR = Cost Sharing Reduction Program
SHOP = Small Business Health Opportunities Program

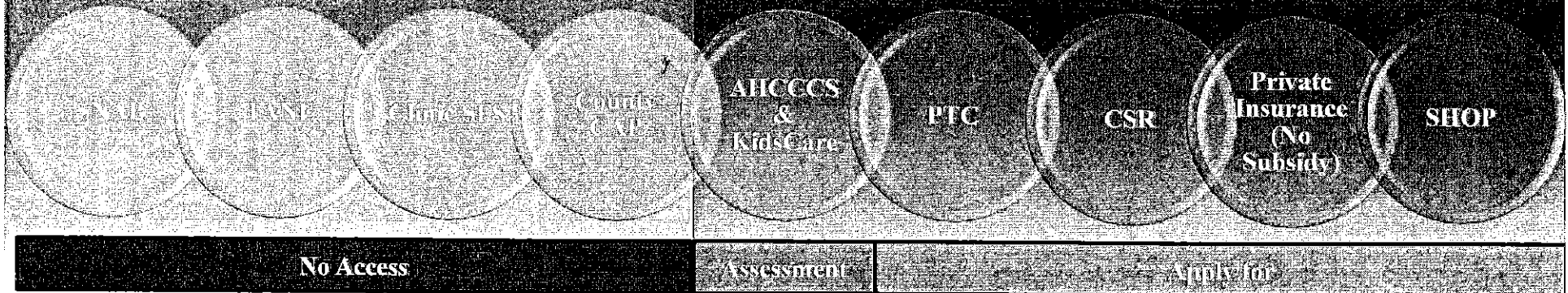


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Applications Started at the FFM

Start
Here

Health-e-Arizona Plus



SNAP = Supplemental Nutrition Assistance Program (Nutrition Assistance)
TANF = Temporary Assistance for Needy Families (Cash Assistance)
Clinic SFS = Clinic-based Sliding Fee Scale programs
County CAP = County-based Community Assistance Programs (CAP)(Pima and Santa Cruz Counties)
PTC = Premium Tax Credit Program
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SHOP = Small Business Health Opportunities Program



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Medicaid vs. Marketplace

- *What if a HEAplus applicant is over income for AHCCCS?*
 - HEAplus will tell you if you are over income for AHCCCS and that your information is being transferred to the Marketplace.
 - For people **not** AHCCCS eligible, HEAplus will automatically transfer the application to the Marketplace for review starting October 14.
 - Early in the open enrollment period, there may be some delay in the transmission of these accounts.
 - Applicants will need to go to www.healthcare.gov to open an account in the Marketplace.
 - Do this as soon as you find out your application will be transferred to help get the processing going at the Marketplace.
 - Remember, Marketplace coverage is not effective until **January 1, 2014**.



Medicaid vs. Marketplace

- *What happens if an applicant applies for coverage through the Marketplace but is screened as AHCCCS eligible?*
 - The Marketplace will **not** make AHCCCS eligibility determinations.
 - If applicant screens AHCCCS eligible, the Marketplace will send the application to AHCCCS without the person having to do anything.
 - AHCCCS will then complete your eligibility determination.
 - IMPORTANT: The federal government will not be able to transfer accounts of potentially Medicaid eligible applicants to AHCCCS until at least November 1, 2014. Expect delays in these account transfers during the early enrollment period.
 - So if you think you or your customer may be AHCCCS eligible, start the application in www.healthearizonaplus.gov.

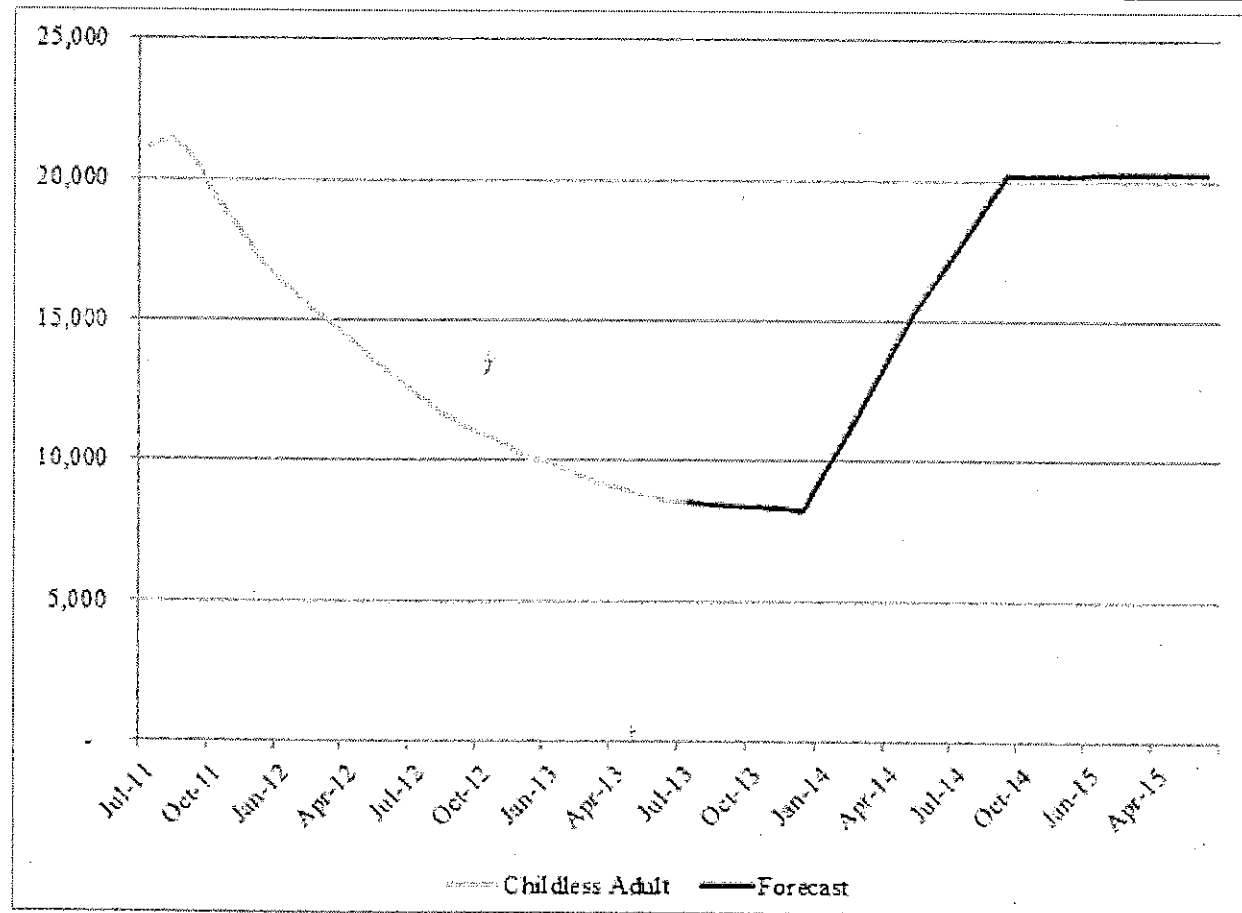


Medicaid vs. Marketplace

- *Can “Navigators” help me apply for AHCCCS?*
 - No. Navigators are there to help people apply for Marketplace coverage. Navigators are not part of the AHCCCS program.
 - However, some navigators may also be community assistants for HEAplus and can help with AHCCCS coverage.
- *Should I use HEAplus or the FFM to apply for coverage?*
 - Once all systems are up and running, this will not be an issue. There will be no wrong door. Applicants will end up in the right place.
 - As these new systems are launching, however, it is best to apply using HEAplus if you or the person you are assisting is likely to meet the AHCCCS income requirements. This also allows that applicant to apply for SNAP and TANF. You cannot apply for SNAP and TANF through the Marketplace.



Unique Issues Facing American Indians



Unique Issues Facing American Indians

- AHCCCS:
 - Childless adult restoration impact: approx. 12,000.
 - New adults impact: approx. 10,000.
- Marketplace coverage is available for American Indians:
 - Although American Indians are exempt from the individual mandate requiring people to purchase insurance, having coverage provides a new funding stream and strengthens systems like I.H.S. and 638 facilities; this is important because of traditional under-funding and sequester cuts.
 - American Indians below 300% FPL enrolled in Qualified Health Plans on the Marketplace will not have any cost sharing (e.g., copays, deductibles). There is no cost sharing for services received from I.H.S. and 638 facilities
 - AI/AN will have to pay premiums for Marketplace coverage, but tax credits are available for people between 100-400% FPL and premiums are capped for American Indians with income below 400% FPL.
 - The Marketplace allows open enrollment on a monthly basis for AI/ANs.



What to Remember

- ❑ **The key date to remember is JANUARY 1, 2014.**
- ❑ Although you keep hearing news about October 1, remember, coverage for Childless adults and new adults is effective January 1, 2014.
- ❑ So take a deep breath!
- ❑ You don't have to sign everyone up all at once in October.
- ❑ These are new systems, so it is best if you give it some time and let the system get up and running.
- ❑ Whether you enroll on October 1 or December 1, new coverage for Childless adults and new adults doesn't take effect until January 1, 2014.
- ❑ And with HEAplus offering real-time eligibility determinations in many cases, you will hear right away if you are eligible.
- ❑ So let the system get up and running.



Applying for AHCCCS Coverage

New Website for Health-e-Arizona Plus (HEAplus)

www.healthearizonaplus.gov

- ☐ Use this website to apply or renew coverage online for AHCCCS.
- ☐ Childless adult applicants and applicants who will be eligible in the expansion groups can use this link also.
- ☐ Customers can use this site to report changes starting on October 14.
- ☐ Note: On October 14, this website will have a new look with a familiar feel as we complete the transition to HEAplus.

New HEAplus Customer Support Center

1-855-HEAplus (1-855-432-7587)

- ☐ Starting October 1, 2013, customers can call the new HEAplus Customer Support Center to *apply* for AHCCCS coverage, *renew* their coverage, *report* changes or just ask questions about their AHCCCS coverage.
- ☐ Or use the HEAplus Customer Support Center Mailing address:
- ☐ P O Box 19009, Phoenix, AZ 85005-9009



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Applying for Marketplace Coverage

- ☐ You might see different names for the Marketplace, like Federally-Facilitated Marketplace, FFM or Health Insurance Marketplace.
- ☐ These are all names for the online Marketplace, which is operated by the federal government in Arizona.
- ☐ Apply online through: www.healthcare.gov
- ☐ Or call 1-800-318-2596
- ☐ To find local help, the FFM provides this site: <https://localhelp.healthcare.gov/>



More Information

- ❑ For additional details about implementation of Governor Brewer's Medicaid Restoration Plan go to:
<http://www.azahcccs.gov/publicnotices/MovingForward.aspx>
- ❑ For more information on becoming a HEAplus subscriber, go to the Community Partners tab at the top of the AHCCCS website or link directly here:
<http://www.azahcccs.gov/community/Health-e-Arizona/HEAplus.aspx>
- ❑ Cover Arizona has a website with information about the FFM specific to AZ: <http://coveraz.org/>

