



# AHCCCS Updates

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# 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**



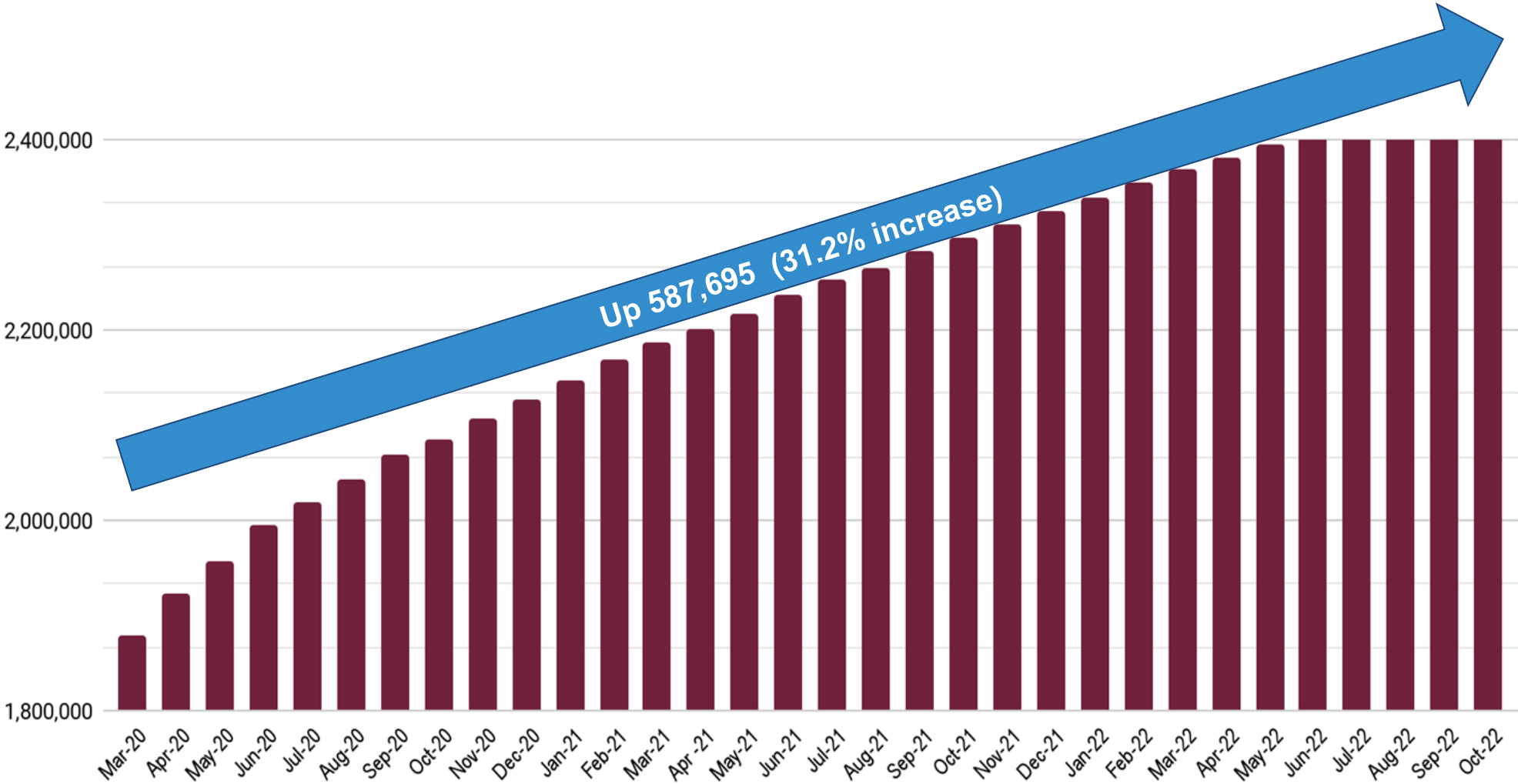
Has one of the **lowest per-enrollee costs**

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.

# AHCCCS Enrollment: March 2020- October 2022



# 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)

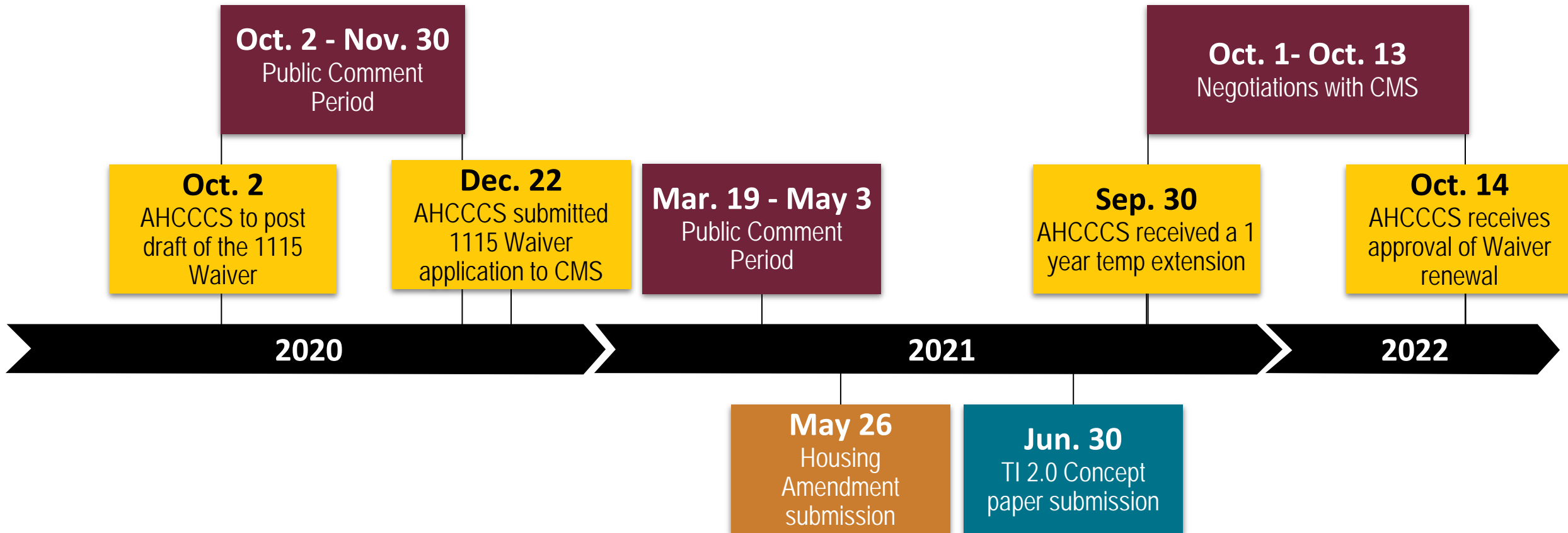


# 1115 Waiver

# 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 absence of the waiver

# Arizona's 1115 Waiver Renewal Timeline



# 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

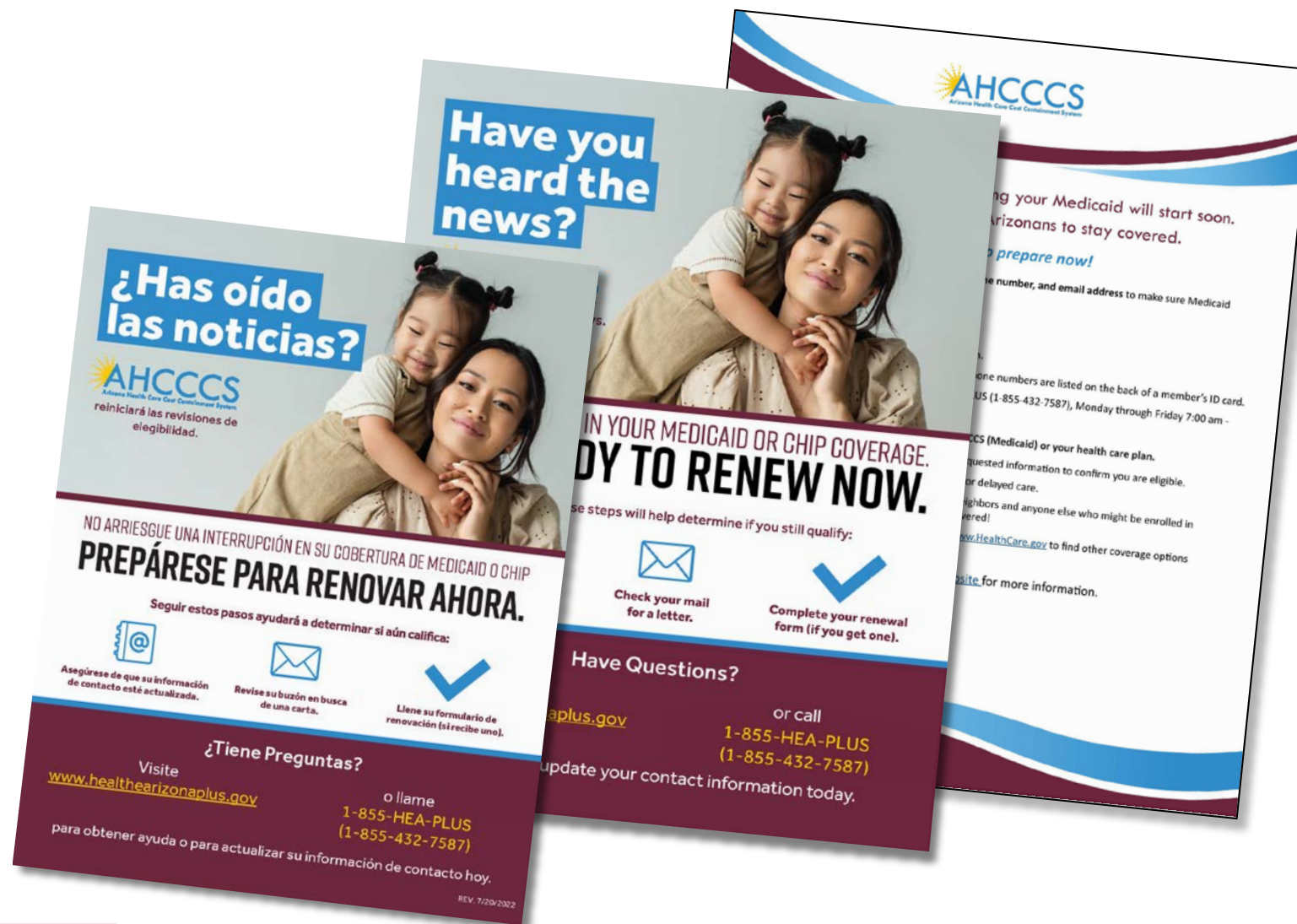
- Renewals continued through PHE
- Nearly 635,000 members are either:
  1. **Non-Responsive:** failed to supply needed documentation  
OR
  2. **Factually Ineligible:** shown to be ineligible based on information **received** between March 2020 and current date
- After a full redetermination, these members 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 tool 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:
  - Key messages
  - Fliers and posters
  - Phone scripts
  - Suggested email & text message copy
  - Social media graphics & copy

# Communication Channels to Reach AHCCCS Members

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

## AHCCCS

- “Need Health Insurance?” campaign with Vitalyst
- Social (organic)
- News Media
- Member texts
- TV/Radio PSAs
- Website
- IVRs (on-hold messages)

## MCOs and Partners

- “Need Health Insurance?” campaign with Vitalyst
- Social: (organic + paid)
- Emails
- Member texts/phone calls
- Events
- IVRs (on-hold messages)

# Need Health Insurance? Public Awareness Campaign

**NEED HEALTH INSURANCE?**  
Call 2-1-1  
[www.211.org](http://www.211.org)

A close-up photograph of a man with a beard and short dark hair, wearing a blue t-shirt, gently holding a newborn baby in his arms. The baby is wearing a white onesie and is sleeping peacefully.

**NEED HEALTH INSURANCE?**  
Call 2-1-1  
[www.211.org](http://www.211.org)

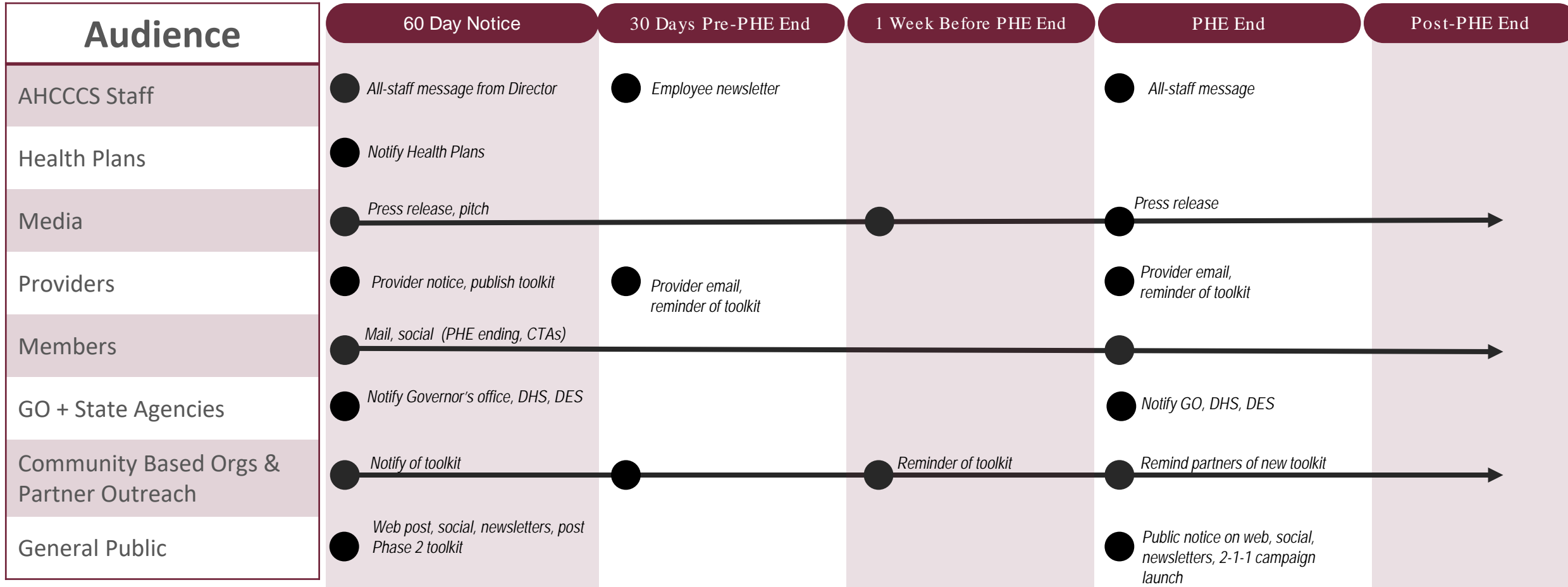
A photograph of a family of four sitting on a bright yellow couch. From left to right: a man with a beard, a young girl, a woman, and another young girl. They are all smiling and looking towards the camera.

**NEED HEALTH INSURANCE?**  
Call 2-1-1  
[www.211.org](http://www.211.org)




A photograph of a woman with dark hair, wearing a light-colored top, holding a young child in her arms. The child is wearing a green shirt and has pigtails. They are both smiling.










# Communication Timelines

# 60-day Notice Timeline



# Post-PHE Member Renewal Awareness

Direct Member Communications	
Mail renewal paperwork 60 days prior to renewal due date	
Text or Email (if opted in)	
Direct member contact (phone/text/email)	

Mass Communications	
Branded social media	  
MCO Marketing events/collateral	
Like/share AHCCCS social posts	 
“Need Health Insurance” campaign	  



AHCCCS



MCOs



CBOs, Partners, Providers



# Learn about AHCCCS' Medicaid Program on YouTube!

AHCCCS  
Explains...

Medicaid Eligibility

AHCCCS  
Explains...

The End of the  
Public Health Emergency

AHCCCS  
Explains...

ALTCS



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

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 YouTube

Handle:

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Handle:

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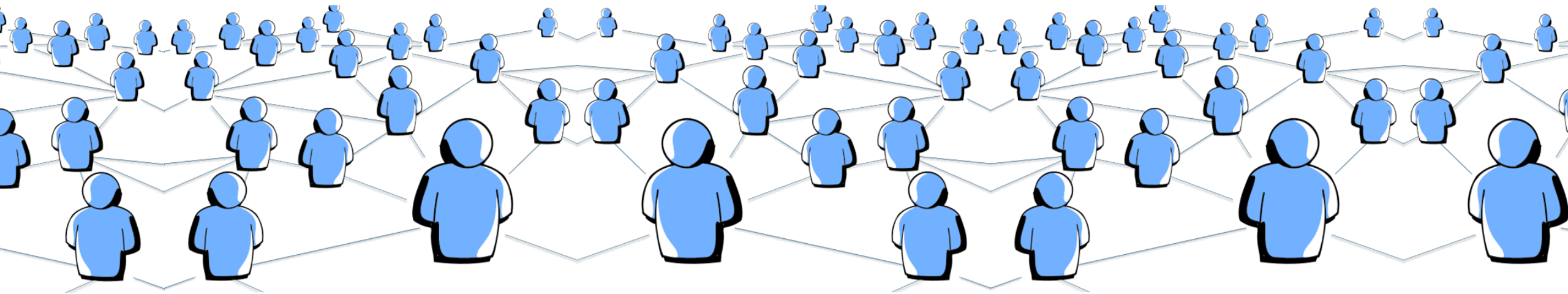
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Questions?