



Arizona Streamlined Eligibility

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Presenting To: NASTAD Annual TA Conference

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In the Beginning.....

- ADAP 101 Meet & Greet
 - Renewal cycles inconsistent & confusing!
 - Too many applications!
- Approached all stakeholder to gauge feasibility:
 - CAREWare Administrator
 - Data Programmer
 - RWPA Administration and Staff
 - Central Eligibility (CE)
 - RWPB Administration and Staff
 - ADAP staff
 - Delta Dental Contractor
 - RWPC and RWPD Leadership



Initial Implementation

- February 2014 moved all RWPA/RWPB/ADAP renewal to:
 - Birthday month is a full application
 - ½ Birthday month is a one page attestation
- Animosity between stakeholders from April 2014 through April 2015/Reconciled via mediation May 2015
- Began building joint application in August 2015
 - ADAP web app was born!!
 - RWPA and ADAP eligibility ran parallel
 - RWPB eligibility was in-house using their proprietary systems
 - All systems were to feed into CAREWare
 - RWISE was conceived!!

Implementation Goals



- Unify all aspects of the joint application across all parts
- 2016 Pilot Period – July 1st through August 31st
 - Allow time to identify issues/edits
 - QA always evolving even to this day
- Clarification of new, revised eligibility policies and the development of a user processing guide in September 2016
- Went live statewide with final joint app on October 1st

Application Successes

- 90% of data elements matched
 - Client Demographics
 - Proof of Address (POA)
 - Diagnosis Information (Dx)
- All application fields have a purpose
 - Income < 150% = AHCCCS screening
 - Income < 175% and Medicare = LIS screening
 - Removed “live birth w/in last year?”

Application Opportunities

- 10% of data elements required collaboration
 - Release of Information (ROI)
 - 90 Day Medical Provider Override Form
 - Waitlist Alert
 - Proof of Income (POI)
 - Conversion to MAGI
 - Self Employed
 - Categorically ineligible
 - Third Party Payer Screening
 - Benefits Verification Form (BVF)
 - Arizona AG's Office – Results from meeting!!??



Inclusion of Part C and D Stakeholders

- Piloted forms with agencies and clients
 - Increased buy in and support
- Part Cs and Ds providing feedback on application design
- Support for making the process easier for clients
- Sharing eligibility documentation through RWISE – assists with Case Management activities

Staffing & Enrollment



Ryan White Specific Enrollment:

- RWPA (Maricopa & Pinal) clients enroll at CE
 - Application/attestation forwarded to ADAP via web app
- RWPB (all other parts except Mohave County)
 - RWPB and/or ADAP
 - Clients/Case Managers forward application/attestation to ADAP via web app or with self-addressed stamped envelope, fax or USPS
- Mohave County (TGA with Las Vegas)
 - ADAP only
 - Clients/Case Managers forward application/attestation to ADAP via web app or with self-addressed stamped envelope, fax or USPS

Communication



- All eligibility related information is communicated:
 - Monthly renewals
 - Mailed on/about the 15th
 - Decision letters via USPS
 - Reminder calls
 - Available soon:
 - Text
 - Email

Data Sharing

- HIPAA ROI in the joint application is very broad - encompassing
- Access to State Surveillance system by ADAP staff
 - Data bases currently do not share lab info
 - On our “to-do” list
- Data sharing agreement with RWPA/RWPB/One RWPC clinic (Phoenix)
 - No data sharing agree with RWPC in Tucson
 - However, can see any RWPC dually enrolled in RWPB also
- 340B Contract Pharmacy
 - Verifies through Change Healthcare (formerly Emdeon) any other payer information at each ADAP refill
- Ramsell
 - All copay data is shared and used accordingly.

RWISE is here



- RWISE launched May 2017
- Real time data repository
- All eligibility available to RWPA, RWPB, RWPC, ADAP, Delta Dental, 340B Pharmacy, & Ramsell
- One stop location for all client communication

Preventative Maintenance.....

- QA for joint app/eligibility process
- Revisit joint application with all stakeholders bi-annually (or more) to address areas of concern, growth, etc.
- Centralized RWPB enrollment
- Keep RWISE well tuned!
- Developing a community-grounded online application (work-in-progress)
- Nationwide ADAP eligibility??



Everyone Wins.....

• Clients

- Less confusion
- Less paperwork
- Less renewal effort
- Little/no app processing delay
- Centralized submission, enrollment and communication across all service categories
- One stop storage for all enrollment-related documents

• Staff

- Statewide Collaboration
- Less duplicative work
- Centralized submission, processing and communication through RWISE
 - Includes all service categories
- Far less phone calls
- Little/no wait on enrollment-related documents
- Can assist our RWPA partners with workload

Streamlined eligibility will help us end the epidemic by 2020!



A photograph of two men on a boat. The man on the left has a beard and is wearing a blue and red plaid shirt. The man on the right is wearing a maroon baseball jersey with 'Dbacks' written on it. Both men are saluting with their right hands. The background is bright and slightly blurred, suggesting an outdoor setting.

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