Arizona Streamlined Eligibility

October 10 – 12, 2018

Presenting To: NASTAD Annual TA Conference

Jimmy Borders | NASTAD ADAP Consultant
In the Beginning......

• ADAP 101 Meet & Greets
  – 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
  - $\frac{1}{2}$ 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!

The Rainbow Unicorn Ninja
Jimmy Borders
NASTAD ADAP Consultant/Arizona ADAP Ops Manager
jborders1@msn.com or jimmy.borders@azdhs.gov
623-340-4008 (cell) or 602-542-7344 (office)